X-tc
user guide

KYOCERA

X-tc User Guide

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FCC Notice

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use the Kyocera Wireless Corp. (KWC) supplied and approved accessory designed for this product. Using accessories that are not supplied or approved by KWC may violate FCC RF exposure guidelines.

Other accessories used with this device for body-worn operations must not contain any metallic components and must provide at least 15 mm separation distance including the antenna and the user’s body.

THIS MODEL PHONE MEETS THE GOVERNMENT’S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured to not exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin

designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.*

Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

Body-worn measurements differ among phone models, depending upon availability of accessories and FCC requirements. While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section **www.fcc.gov/oet/ea** after searching on the FCC ID: OVF-K4801.

Additional information on SAR can be found on the Cellular Telecommunications and Internet Association (CTIA) web-site at **www.ctia.org**.

* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

Bluetooth® Certification

For information about X-tc Bluetooth Certification, visit the Bluetooth Qualification Program Web site at **qualweb.bluetooth.org**.

Caution

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the warranty and user’s authority to operate the equipment.

Optimize your phone’s performance

Use the guidelines in this guide to learn how to optimize the performance and life of your phone and battery.

Air Bags

If you have an air bag, DO NOT place installed or portable phone equipment or other objects over the air bag or in the air bag deployment area. If equipment is not properly installed, you and your passengers risk serious injury.

Medical devices

Pacemakers—Warning to pacemaker wearers: Wireless phones, when in the ‘on’ position, have been shown to interfere with pacemakers. The phone should be kept at least six (6) inches away from the pacemaker to reduce risk.

The Health Industry Manufacturers Association and the wireless technology research community

recommend that you follow these guidelines to minimize the potential for interference.

- Always keep the phone at least six inches (15 centimeters) away from your pacemaker when the phone is turned on.
- Do not carry your phone near your heart.
- Use the ear opposite the pacemaker.
- If you have any reason to suspect that interference is taking place, turn off your phone immediately.

Hearing aids—Some digital wireless phones may interfere with hearing aids. In the event of such interference, you may want to consult your service provider or call the customer service line to discuss alternatives.

Other medical devices—If you use any other personal medical device, consult the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your physician may be able to help you obtain this information.

In health care facilities—Turn your phone off in health care facilities when instructed. Hospitals and health care facilities may be using equipment that is sensitive to external RF energy.

Potentially unsafe areas

Posted facilities—Turn your phone off in any facility when posted notices require you to do so.

Aircraft—FCC regulations prohibit using your phone on a plane that is in the air. Turn your phone off or switch it to Airplane Mode before boarding aircraft.

Vehicles—RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer of the device to determine if it is adequately shielded from external RF energy.

Blasting areas—Turn off your phone where blasting is in progress. Observe restrictions, and follow any regulations or rules.

Potentially explosive atmospheres—Turn off your phone when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death. Areas with a potentially explosive atmosphere are often, but not always, clearly marked.

They include:

- fueling areas such as gas stations
- below deck on boats
- transfer or storage facilities for fuel or chemicals
- vehicles using liquefied petroleum gas, such as propane or butane
- areas where the air contains chemicals or particles such as grain, dust, or metal powders
- any other area where you would normally be advised to turn off your vehicle engine

Use with care

Use only in normal position (to ear). Avoid dropping, hitting, bending, or sitting on the phone.

Avoid magnetic environments

Keep the phone away from magnets which can cause improper functioning of the phone.

Keep your phone dry

Keep the phone dry. Damage can result if the phone gets wet. Water damage is not covered under warranty.

Resetting the phone

If the screen seems frozen and the keypad does not respond to keypresses, reset the phone by completing the following steps:

1. Remove the battery door.
2. Remove and replace the battery.

If the problem persists, return the phone to the dealer for service.

Accessories

Use only Kyocera-approved accessories with Kyocera phones. Use of any unauthorized accessories may be dangerous and will invalidate the phone warranty if said accessories cause damage or a defect to the phone.

Radio Frequency (RF) energy

Your telephone is a radio transmitter and receiver. When it is on, it receives and sends out RF energy. Your service provider's network controls the power of the RF signal. This power level can range from 0.006 to 0.6 watts.

In August 1996, the U.S. Federal Communications Commission (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. These guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies in the following reports:

- ANSI C95.1 (American National Standards Institute, 1992)
- NCRP Report 86 (National Council on Radiation Protection and Measurements, 1986)
- ICNIRP (International Commission on Non-Ionizing Radiation Protection, 1996)

Your phone complies with the standards set by these reports and the FCC guidelines.

E911 mandates

Where service is available, this handset complies with the Phase I and Phase II E911 Mandates issued by the FCC.

Hearing Aid Compatibility (HAC) Features

This Virgin Mobile phone has received a HAC performance rating (designated by the letter M followed by a number). The rating for this phone is identified on the outside of this phone's original packaging. While there is no guarantee, digital wireless phones that receive a minimum of an M3 rating should provide acceptable performance with most hearing aids. Hearing loss and hearing aids are highly individualized, however, so optimal performance cannot be guaranteed. Other factors, such as type of hearing aid device or degree of hearing loss, also can affect a phone's performance for a particular user.

Hearing Aids and Wireless Phones

A hearing aid uses a microphone to collect and convert sound waves to electrical signals. The hearing aid then amplifies and converts the electrical signals back to audible sounds for the hearing aid user to hear. Radio Frequency (RF) emissions generated by digital wireless phones often interfere with the operation of a hearing aid's microphone, distorting the amplified audible sound. In addition, hearing aid microphones tend to collect ambient noise and amplify these sounds, interfering with the desired audio transmission.

ANSI Standard

To diminish interference between wireless phones and hearing aids, the FCC requires wireless carriers to offer phones that meet the American National Standards Institute (ANSI) C63.19 standard for reduced RF emissions.

Wireless phones that comply with the FCC's hearing aid compatibility (HAC) regulations must receive a minimum rating of "M3" for RF emissions under the ANSI C63.19 standard. The "M" rating refers to the phone's RF emissions level for use with hearing aids operating in the microphone setting.

The higher the phone's "M" rating, the more likely the phone is compatible with a hearing aid operating in the microphone setting. Hearing aids also have ratings similar to wireless phones. Most newer hearing aid models receive at least an M2 rating.

To determine the level of compatibility between your hearing aid and this Virgin Mobile HAC certified phone, combine the M rating of your hearing aid and the M rating of this phone. For example, if you pair an M3 hearing aid with an M4 phone, you will achieve a combined rating of 7.

- Any combined rating equal to or greater than 6 provides excellent performance.
- Any combined rating equal to 5 offers good performance.
- Any combined rating equal to 4 offers acceptable performance.

T-Ratings—Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you choose the proper rating for your mobile phone. The more immune your hearing aid is, the less likely you are to experience interference noise from mobile phones.

Please visit www.virginmobileusa.com if you have any additional questions about hearing aid-compatibility.

Kyocera Wireless Corp.
www.kyocera-wireless.com
To purchase accessories, visit
www.kyocera-wireless.com/store or
www.virginmobileusa.com.

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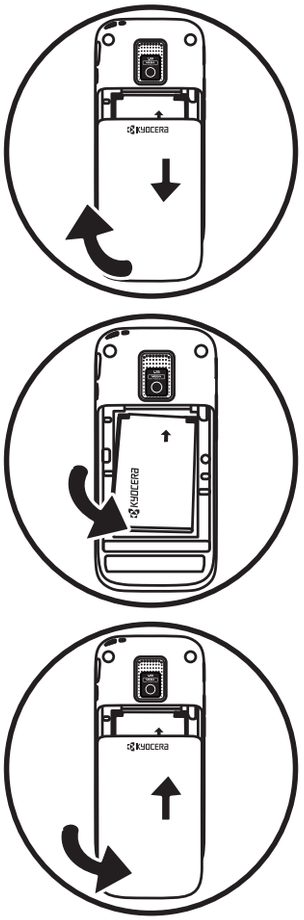
Phone Battery

Install the Battery

To install the battery:

1. With the back of the phone facing you, press on the back cover and slide it to the bottom of the phone.
2. Lift the back cover from the bottom to remove.
3. Place the battery in the phone casing with the metal contacts toward the top of the phone.
4. Align the back cover side tabs with the slots on each side of the phone.
5. Slide the back cover to the top of the phone until it is securely in place.



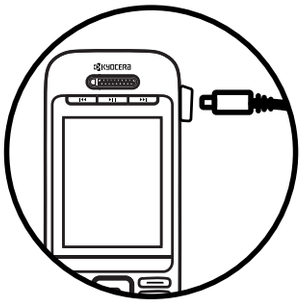
Note: Before removing the battery, make sure to power off the phone.

Charge the Battery

You must have at least a partial charge in the battery to make or receive calls.

To charge the battery:

1. Remove the rubber USB cover and connect the AC adapter to the microUSB jack on the side of the phone.
2. Plug the adapter into a wall outlet.



The battery icon in the upper-right corner of the screen shows whether the phone is:

- Charging (animated icon)
- Partially charged
- Fully charged

You can safely recharge the battery at any time, even if it has a partial charge.

Warning: The battery does not charge if you use the phone while it is connected to an AC adapter.

Battery Safety Guidelines

- Do not disassemble or open the battery.
- Do not crush, bend, deform, puncture, or shred the battery.
- Do not attempt to insert foreign objects into the battery.
- Do not immerse the battery or expose it to water or other liquids. Even if a battery appears to dry out and operate normally, internal parts can slowly corrode and pose a safety hazard.
- Always keep the battery between 15°C and 25°C (59°F and 77°F). Do not expose the battery to extremes of temperature (heat or cold), fire, or other hazards such as a cooking surface, iron, or radiator.
- Never use any damaged battery.
- Only use the battery for its intended phone.
- Only use the battery with a qualified charger. Use of an unqualified battery charger may present a risk of fire, explosion, leakage, or other hazard. If you are unsure about whether a charger is qualified, contact customer support.
- Do not short-circuit the battery or allow metallic conductive objects—such as keys, coins, or jewelry—to contact the battery's terminals.
- Replace the battery only with another qualified battery. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard. If you are unsure about whether a replacement battery is compatible, contact customer support.
- Promptly dispose of used batteries in accordance with local regulations and recycle if possible. Do not dispose as household waste.
- Supervise all battery usage by children.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, an internal short-circuit can occur and pose a safety hazard. If you suspect battery damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion, or other hazard.

Common Causes of Battery Drain

- Playing games or using the Web.
- Keeping backlighting on.
- Operating in digital mode when far away from a base station or cell site.
- Using data cables or accessories.
- Operating when no service is available, or service is available intermittently.
- High earpiece and ringtone volume settings.
- Repeating sound, vibration, or lighted alerts.

Memory Card

Install the Memory Card

To install the memory card:

1. With the front of the phone facing you, locate the rubber memory card cover on the lower right hand side.
2. Remove the cover.
3. Insert the memory card with the metal contacts facing toward the front of the phone until it is securely in place.

Note: With a memory card installed properly, the memory card icon appears at the top of the screen.

4. Put the rubber cover back into place.

Warning: Inserting a memory card improperly may damage the phone.

Format the Memory Card

From **Accessories**, select **Memory card > Format card > Yes** to format your memory card.

Note: Formatting erases all current information on the memory card.

Remove the Memory Card

To remove the memory card:

1. Remove the rubber memory card cover.
2. Use your finger nail to press and release the memory card in the slot until it bounces outward.

3. Carefully take the memory card out of the slot.
4. Put the rubber cover back into place.

Accessories

To purchase accessories for your phone, such as a hands-free headset, carrying case, or car power adapter, visit **www.virginmobileusa.com**.

Activate your Account

Before using your phone, you need to activate its service with Virgin Mobile. To activate your Virgin Mobile account:

- Go to **www.virginmobileusa.com** and click on **Activate**.
- Call Virgin Mobile At Your Service at 1-888-322-1122.

Find the Serial Number

To activate your Virgin Mobile account, you need your phone's serial number.

From the main screen, select **Menu > Tools & Settings > Phone info > My phone number** to find your phone's serial number.

You can also enter ##6343# from the main screen and select **MEID** to display your phone's serial number. The decimal MEID appears at the top of the screen.

Program your Phone

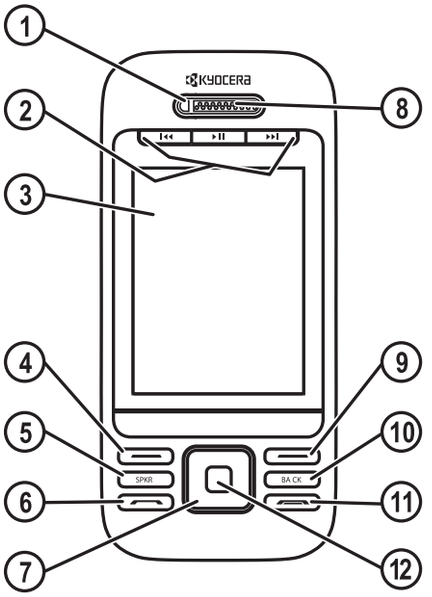
Once you have activated your account, you need to program your Virgin Mobile phone number into your phone. When ready, follow these steps:

1. Turn on your phone.
2. Dial ##VIRGIN# (that's #-#-8-4-7-4-4-6-#).
3. Select **Activate phone**.
4. To activate your phone, select **Yes** at the prompt.
5. When your phone connects to the network, select **Start** at the prompt.
6. When your phone displays your new Virgin Mobile phone number, write it down.
7. Select **Finish** to complete the activation process. Your phone restarts by itself.

It may take a couple hours for Virgin Mobile to set you up on their network. They will send you a text message to let you know when you can start making calls. It may also take up to 4 hours for **VirginXL**, **Voicemail**, and **Top-Up** features to work.

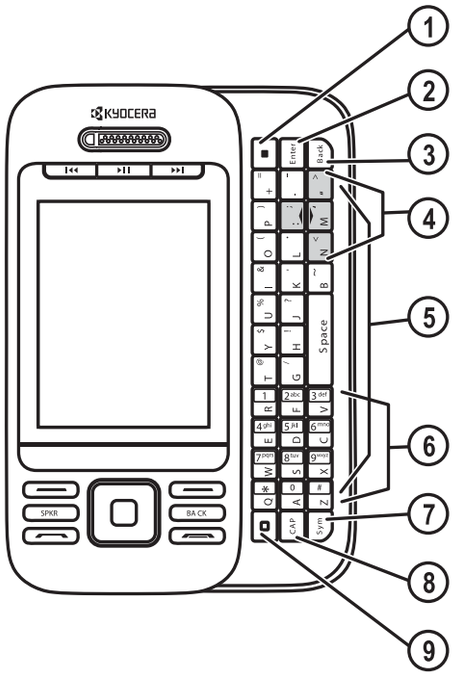
Get to Know your Phone

The following shows the front of the phone with the slide closed.



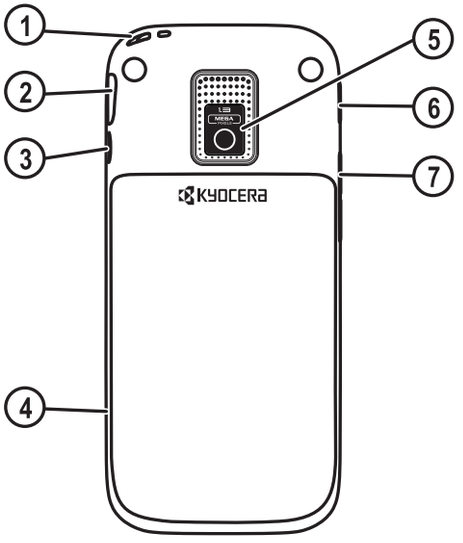
1. LED indicator. See “LED Indicator” on page 7.
2. **Rewind**, **Play/Pause**, and **Fast Forward** keys for the music player. From the main screen, press the **Play/Pause** key twice to start playing your music.
3. Phone screen.
4. **Left option button** accesses menus and functions. At the main screen, selecting the **Left option button** displays the main menu.
5. **Speakerphone** key activates the speakerphone and answers calls.
6. **Send** key starts or answers calls. Press once to display the recent calls list and twice to redial the last number dialed. Press and hold to activate voice commands.
7. **Navigation** key scrolls through lists and text entry fields and accesses the following shortcuts from the main screen.
   - Scroll left to access **VirginXL**.
   - Scroll right to access **Messaging > Send text msg** or **Send pic msg**.
   - Scroll up to access **My Account > Balance & usage**.
   - Scroll down to go to **Recent calls**.
8. Phone speaker.
9. **Right option button** accesses the contacts list and other menu options. At the main screen, selecting the **Right option button** displays your contacts list.
10. **Back** key erases characters in text entry or returns you to the previous screen when navigating through menus.
11. **End** key turns the phone on and off, ends calls or browser session, and returns you to the main screen.
12. **OK** key selects a menu item or option. At the main screen, short press of the **OK** key displays the on-screen number keypad; long press displays the main menu.

The following shows the phone's QWERTY keypad with the slide open.



1. **Right option button** accesses the contacts list and other menu options.
2. **Enter** key begins a new line in text entry.
3. **Back** key erases characters in text entry or returns you to the previous screen when navigating through menus.
4. **Navigation** keys, with the slide open, scroll through lists and text entry fields and access the same shortcuts from the main screen as the **Navigation** key on the front.
5. QWERTY keypad.
6. Number keypad.
7. **Sym** key lets you type symbol characters or toggle between letters and symbols. Press the **Sym** key once to change the input mode for the next character; press twice (within 2 seconds) to toggle between letters and symbols.
8. **CAP** key lets you change the case of the letters. Press once to change the case of the next letter; press twice (within 2 seconds) to toggle between case modes.
9. **Left option button** accesses menus and functions.

The following shows the back of the phone with the slide closed.



1. Accessory eyelet (for optional straps and lanyards).
2. Jack for AC adapter (included) and microUSB cable (sold separately).

Warning: Inserting an accessory into the wrong jack may damage the phone.

3. Jack for a hands-free headset (sold separately).
4. Slot for a memory card (sold separately).

Warning: Inserting a memory card improperly may damage the phone.

5. Camera lens.
6. **Camera** key activates Camera mode. To activate camera mode, press and hold the **Camera** key.
7. **Volume** key raises or lowers ringtone volume.

LED Indicator

Your phone's LED indicator displays different colors depending on the alert.

Incoming call	Green—blinks (not for call waiting calls).
Low battery	Red—blinks until you charge the phone.
New message	Red—blinks for the first minute or until you respond to the alert, whichever happens first.
Missed call	Red—blinks for the first minute or until you respond to the alert, whichever happens first.
In call	Green—blinks until the call ends.
Battery charging	Red—displays until the phone is fully charged.
Fully charged battery	Green—displays until you disconnect the charger.
Alarm or scheduler alert	Red—blinks for the first minute or until you respond to the alert, whichever happens first.
Bluetooth	Red—blinks until you respond to Bluetooth request.

Main Menu

From the main screen, select **Menu** or press and hold the **OK** key to access the main menu.

Idle State >	Level 1 >	Level 2
Menu	**Messaging**	Access these options: **Inbox**, **Send text msg**, **Send pic msg**, **Send IM**, **Send email**, **Voicemail**, **Virgin Alerts**, **Sent**, **Outbox**, **Saved**, **Drafts**, **Msg settings**, **Erase msgs**, and **Message count**.
	Contacts	Access these options: **Find name**, **Add new**, **Groups**, **Speed dial list**, **Voice dial list**, and **My phone #**.
	Recent calls	Access these options: **Missed calls**, **Received calls**, **Outgoing calls**, **All calls**, and **Call timers**.
	Media Player	Access these options: **My music** and **Settings**.
	My Account	Access these options: **Top-Up**, **Balance & usage**, **Virgin Alerts**, and **Service settings**.
	VirginXL	Access **VirginXL** and **Mobile Web**.
	My Stuff	Access these options: **My ringtones**, **My music**, **My graphics**, **My games**, **My themes**, and **My other stuff**.
	Pictures	Access these options: **Take a picture**, **Send pic msg**, and **My pictures**.
	Web	Access these options: **Surf the Web**, **Search**, **Connect**, **MySpace**, and **Facebook**.
	Tools & Settings	Access these options: **Tools**, **Bluetooth**, **Display**, **Sounds**, **Convenience**, **Call options**, **Security**, **Messaging**, **Network**, **Accessories**, and **Phone info**.

Guide Conventions

In this guide, the following conventions are used when describing phone features.

Select means to press the **Left option button**, **Right option button**, or **OK** key to select an item seen on the display. For example, "Select **Menu**" tells you to physically press the **Left option button** to choose **Menu** from the display.

Press means to press a phone key. For example, "Press the **Send** key to make a phone call" tells you to physically press the **Send** key on your phone.

Scroll means to use the **Navigation** key to move though a list on the display. For example, "Scroll through your contacts list to choose a contact" means to physically press the **Navigation** key up or down to scroll through the list on the display.

> (greater than symbol) tells you to select an option from a menu or list. For example, "**Menu** > **Tools & Settings**" means to:

1. Press the **Left option button** to select **Menu**.
2. Scroll to the **Tools & Settings** option.
3. Press the **OK** key to select **Tools & Settings**.

2 Call Features

This section describes the basic features related to calls.

Power Phone Up

- To turn your phone on, press the **End** key and wait until the phone display lights up.
- To turn your phone off, press and hold the **End** key until the phone plays a musical chime and turns off.

Make Phone Calls

Make sure you are in an area where a signal can be received. Look for the signal strength icon on the main screen. The more bars, the stronger the signal. If there are no bars, move to where the signal strength is better.

When the phone has been idle for a time, it changes to power save mode. Press any key to return to normal operating mode.

There are several ways you can make a phone call.

Call Using a Number

1. Enter a phone number.
2. Press the **Send** key.

Call Using a Contact

1. From **Find name**, highlight a contact.
2. Press the **Send** key.

Call Using Voice Commands

You can use voice commands to call a contact from your voice dial list or to dial a phone number. For more information, see “Voice Commands” on page 70.

Redial a Number

1. Press the **Send** key once to open your call history.
2. Highlight a phone number or contact and press the **Send** key.

Note: To redial the last number called, received or missed, press the **Send** key three times.

Answer Phone Calls

When a call comes in, the phone rings, vibrates, or lights up. The phone number of the caller also appears if it is not restricted. If the number is stored in your contacts list, the contact’s name appears. There are several ways you can answer a phone call.

Answer Using Earpiece

Press the **Send** key.

Answer Using Speakerphone

Press the **Speakerphone** key.

Answer Using Slide

You can set the phone to instantly answer an incoming call when you slide the phone open. For more information, see “Enable Open to Answer” on page 66.

End Phone Calls

Press the **End** key.

Activate Voice Dialing

1. Press and hold the **Send** key.
2. Follow the prompts.

For more information, see “Voice Commands” on page 70.

Volume Control

Adjust Volume during a Call

Press the **Volume** key up or down to adjust the earpiece volume during a call.

Use the Speakerphone

Your phone has a built-in speakerphone.

- To turn on the speakerphone, press the **Speakerphone** key. The speakerphone icon appears on the main screen when the speakerphone is on.
- To turn off the speakerphone, press the **Speakerphone** key again.

Note: If you press the **Speakerphone** key during an incoming call, you will answer the call.

Silence an Incoming Call

- To silence the phone without answering the call, press the **Back** key or press the **Volume** key up or down.
- To silence the phone and answer the call, press the **Back** key or press the **Volume** key up or down and then press the **Send** key.

Use Speed Dialing

Speed dialing allows you to assign a one- or two-digit shortcut to a contact. Before you can use speed dialing you must save a phone number as a contact and assign a speed dial location to it. See “Assign Speed Dials to Contacts” on page 29.

To call a contact that has a speed dial location.

1. Enter the one- or two-digit speed dial location.
2. Press the **Send** key.

Emergency Services

Call Emergency Service

You can call an emergency code even if your phone is locked or your account is restricted. When you call, your phone enters emergency mode. This enables the emergency service exclusive access to your phone to call you back, if necessary. To make or receive regular calls after dialing the code, you must exit this mode.

To dial an emergency code:

1. Enter your 3-digit emergency code.
2. Press the **Send** key.

Note: Regardless of your 3-digit emergency code (911, 111, 999, 000, etc.), your phone operates as described above.

Exit Emergency Services

When you have completed the emergency call:

1. Select **Exit**.
2. Select **Exit** again to confirm your choice.

Note: To determine who has access to your location, see "Set Location Information" on page 67.

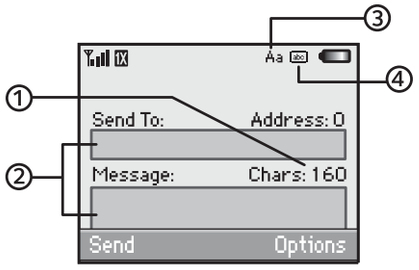
3 Text Entry

You can enter letters, numbers, and symbols in contacts, text messages, and your banner.

Text Entry Modes

The text entry screen has the following features:

1. The number of remaining characters you can type (with a maximum of 160 characters).



2. Text entry fields.
3. Current capitalization setting.
4. Current text entry mode.

Note: The entry mode defaults depending on the task you are doing. For example, when entering a phone number, you are in a number mode. When entering a name for a contact, you are in a letter mode.

Enter Phone Numbers from the Main Screen

1. From the main screen, press the **OK** key to display the on-screen number keypad.
2. Scroll through to select your desired numbers.
3. Press the **Send** key to call the entered phone number or select **Save** to save it.

Enter Numbers with QWERTY Keypad

From the text entry field, select **Options > Numbers only** and press the number key to enter your number.

The 123 icon indicates you are in **Numbers only** mode. Press the **Sym** key twice quickly (within two seconds) to change modes. Press the **Sym** key once to change the mode for the next character only.

Enter Letters with QWERTY Keypad

From the text entry field, select **Options > Normal alpha** to enter letters. You can enter text in the following ways:

- To enter a letter, press the key for the letter. Press the **CAP** key to change the case of a letter. Press the **CAP** key twice quickly (within two seconds) to change case modes. Press the **Space** key to enter a space.
- To enter a number or symbol, press the **Sym** key and the key for the number or symbol.

The abc icon indicates that you are in **Normal alpha** mode. Press the **Sym** key twice quickly (within two seconds) to change modes. Press the **Sym** key once to change the mode for the next character only.

Rapid Entry with QWERTY Keypad

When you press a series of keys using Rapid entry, your phone checks its dictionary and guesses at the word you are trying to spell.

From a text entry field, select **Options > Rapid entry** to speed up word completion. To enter words, press a key once. For example, to enter the word "Wyoming" press the w > y > o keys and then the **OK** key.

The icon indicates you are in **Rapid entry** mode. To change case mode, press the **CAP** key.

Enter Symbols with QWERTY Keypad

- While entering text in **Normal alpha** mode, do one of the following to enter symbols displayed on your keypad:
  - Press and hold the **Sym** key while entering the symbols.
  - Press the **Sym** key and then the key for the symbol.
- While entering text in **Normal alpha** mode, do the following to access the full set of symbols:
  - **a.** Select **Options > Add symbol**.
  - **b.** Scroll up or down to view the list of symbols.
  - **c.** Press the letter key corresponding to the symbol to enter it.

Text Entry Quick Reference

This table gives instructions for entering letters, numbers, and symbols.

To..	Do this..
Enter a letter	In **Normal alpha** mode, press a key.
Enter a number	In **Numbers only** mode, press a key.
Enter a symbol	Use **Normal alpha** mode, press the **Sym** key and then a key.
Enter a space	Press the **Space** key.
Erase a character	Press the **Back** key.
Erase all characters	Press and hold the **Back** key.
Move the cursor right or left	Scroll left or right.
Move the cursor up or down	Scroll up or down.
Change input mode	Press the **Sym** key twice quickly.
Change case mode	Press the **CAP** key twice quickly.
Capitalize any letter	In **Normal alpha** mode, press the **CAP** key. Choose uppercase.
Lowercase any letter	In **Normal alpha** mode, press the **CAP** key. Choose lowercase.
Initial caps	In **Normal alpha** mode, press the **CAP** key. Choose sentence case.
Select an option at the bottom of the screen	Press the appropriate **Left** or **Right option button**.

4 Messaging

Use **Messaging** to send, receive, and erase messages from your phone.

Note: The functions available may vary depending on the services provided. Check with Virgin Mobile for details and possible usage charges.

Messaging Menu

Select **Messaging** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Messaging	**Inbox**	Check your received text and multimedia messages.
	Send text msg	Compose a text message.
	Send pic msg	Compose a picture/multimedia message.
	Send IM	Launch IM client to send/receive instant messages.
	Send email	Launch Email client to send/receive and respond to email messages.
	Voicemail	Check how many voicemails are waiting and access your voicemail.
	Virgin Alerts	Check how many **Virgin Alerts** are waiting.
	Sent	Check your successfully sent messages.
	Outbox	Check the messages you have tried to send, but are pending or have failed.
	Saved	View your saved messages.
	Drafts	Display your saved, but unsent messages.
	Msg settings	Access these options: **TXT tone**, **Reminder**, **Signature**, **Edit auto text**, **Auto retrieve**, **Erase recent list**, **CC and BCC**, **Save to sent**, **Auto-erase**, and **Text entry**.
	Erase msgs	Erase messages in your folders.
	Message count	Check how many messages you have stored.

Send Messages

Create a Text Message

You can send and receive text messages with most mobile phones and email addresses.

1. From **Send text msg**, enter a recipient's phone number or email address. (Select **Options** to access contacts, groups or recently used addresses. Scroll down to move to the next field when done.)

   You can send a single message to up to ten recipients at once. Use a comma or space to separate each address.
2. Enter the message. (Select **Options** to access more features.)
3. When done, select **Send**.

Create a Multimedia Message

You can send and receive multimedia messages with most multimedia phones and email addresses. If you reach the character or file size limit for a single multimedia message, you need to edit the message to meet the size limitation.

1. From **Send pic msg**, enter a recipient's phone number or email address. (Select **Options** to access contacts, groups or recently used addresses. Scroll down to move to the next field when done.)

   You can send a single message to up to ten recipients at once. Use a comma or space to separate each address.
2. Repeat the first step for CC and BCC, if needed.
3. Enter a subject.
4. Enter a message.
5. Attach an image file. (Select **Options** to access more features.)
6. Attach a voice memo. (Select **Options** to access more features.)
7. When done, select **Send**.

Create an Instant Message

From **Send IM**, you can send instant messages (IMs) from your phone.

Check Virgin Mobile's Web site at www.virginmobileusa.com for pricing.

Create an Email Message

From **Send email**, you can send email messages from your phone.

Check Virgin Mobile's Web site at www.virginmobileusa.com for pricing.

Receive Calls while Creating Messages

If you receive a call while creating a message, a notification appears. Your phone automatically saves the message to **Drafts**.

Enter Message Recipients

The following describes how to add recipients to your messages.

Add Recipients from Contacts

1. At the compose message screen, select **Options > Contacts** when entering a phone number or email address.
2. Select a contact from the contacts list.
3. Select a number or address.
4. Complete your message.

Add Recipients from Recent List

1. At the compose message screen, select **Options > Recent list** when entering a phone number or email address.
2. Select a number or address.
3. Complete your message.

Add Recipients from Recent Calls

1. At the compose message screen, select **Options > Recent calls** when entering a phone number or email address.
2. Select a number.
3. Complete your message.

Send to Message Groups

1. At the compose message screen, select **Options > Groups** when entering a phone number or email address.
2. Select a group.
3. Complete your message.

Save Recipients as Contacts

1. At the compose message screen, select **Options > Save address** when entering a phone number or email address.
2. Select a number or address.
3. Select **Options > Save new contact** (to create a new contact) or **Options > Add to Contact** (to add the number or address to an existing contact).

Add Recipients from Message Text

1. At the compose message screen, select **Options > Add address** when entering the text to add more recipients.
2. Enter a number or address to add.
3. Complete your message.

Send Messages to Online Location

1. At the compose message screen, select **Options > Web album** when entering a phone number or email address to upload the message to your online photo album.
2. Complete your message.

Save Messages to Drafts

At the compose message screen, select **Options > Save message** when entering the text. Your phone saves the message to **Drafts** for you to complete at a later time.

Complete Messages in Drafts

- From **Drafts**, highlight your desired message.
- Select **Edit** or **Options > Edit**.
- Complete your message.

Use Auto Text

Add Auto Text

1. At the compose message screen, select **Options > Insert auto text** when entering the text.
2. Select an auto text entry.
3. Complete your message.

Save Messages as Auto Text

1. At the compose message screen, select **Options > Save auto text** when entering the text to use it later as auto text.
2. Complete your message.

Save Received Messages as Auto Text

When viewing a received message, select **Options > Save auto text** to use it later as auto text.

Attaching Files to Messages

The following describes how to select **Options** to add various files to your messages when entering the text, depending on the services provided.

Add Contacts to Messages

1. At the compose message screen, select **Options > Insert contacts** when entering the text.
2. Select a contact from your contacts list.
3. Complete your message.

Take Pictures for Messages

1. At the compose message screen, select **Options > Take a picture** when adding an image.
2. Take a picture.
3. Select it to add to your message.
4. Complete your message.

Record Sounds for Messages

1. At the compose message screen, select **Options > Record sound** when adding a sound.
2. Record a sound.
3. Select it to add to your message.
4. Complete your message.

Preview Messages

1. At the compose message screen, select **Options > Preview message** when entering the message or media file.
2. Do one of the following:
   - Select **Send** to send message.
   - Select **Options** to access more features.

Manage Received Messages

Reply to Text Messages

When receiving a message, your phone displays a notification and the message icon appears at the top of your screen. The message icon flashes with an urgent message alert if the message is urgent.

1. When a message notification appears, select **Inbox** (to view the message) or **Ignore** (to clear the notification).

   An icon appears at the top of your screen when you have an unread message.

2. From **Inbox**, highlight a message and select **View > Reply** (to compose your message) or **Options** (to access more features).
3. Complete your message and select **Send**.

Reply to Multimedia Messages (with Auto Retrieve)

When receiving a message in auto retrieve mode, your phone automatically downloads it with a notification.

Note: If receiving a message during a call, the phone downloads the message after the call.

1. At a message notification, select **View** (to view the message) or **Later** (to check it later).
2. After viewing the message, select **Reply** or **Options > Reply** if the message has more than one screen.

   Select **Options** to access more features.
3. Complete your message and select **Send**.

Reply to Multimedia Messages (with Prompt)

When receiving a message in prompt mode, your phone displays a notification showing a new message is available for download.

1. At the download notification, select **Yes** (to download the message) or **Options** (to retrieve it later or erase it without downloading).
2. At the message notification, select **View** (to view the message) or **Later** (to check it later).
3. Select **Reply** or **Options > Reply** if the message has more than one screen.

   Select **Options** to access more features.
4. Complete your message and select **Send**.

Select **Options** to access more features.

Forward Messages

1. When viewing a received message, select **Options > Forward**.
2. Enter a number or address.
3. Complete your message and select **Send**.

Reply to all Recipients

1. When viewing a received message, select **Options > Reply all** to send your reply to all the message recipients.
2. Complete the message and select **Send**.

Reply with a Copy of the Message

1. When viewing a received message, select **Options > Reply with copy**. The original message appears in your reply message.
2. Complete your message and select **Send**.

Call a Number in a Message

When viewing a received message, select **Options > Call** to call a valid number in the message.

Save Received Messages

When viewing a received message, select **Options > Save message** to save it to **Saved**.

View Sender Information

When viewing a received message, select **Options > Sender** to view an existing contact, add to an existing contact, or create a new contact depending on the sender.

Lock Messages

When viewing a received message, select **Options > Lock msg** to protect it from accidental deletion. To unlock the message, select **Options > Unlock msg**.

Go to Web Addresses in Messages

When viewing a received message, select **Options > Launch browser** to go to a web address included in the message.

Manage Attached Files

Play Attached Files

When viewing a received message with files attached, select **Options > Play** (to play an attached file), **Stop** (to stop playing), or **Mute** (to turn off the sound).

Save Attached Files

When viewing a received message with files attached, select the applicable save option to save the attached files, including graphics. For example, to save a contact, select **Options > Save contact**.

View Messages with Multiple Screens

When viewing a received message containing multiple screens, use the following options to navigate through the screens.

- **Next** to view the next screen.
- **Options > Replay** to restart the message from the first screen.
- **Options > Pause** to pause at the current screen.
- **Options > Resume** to resume scrolling through the message.
- **Options > Done** to exit the message.

View Message Information

When viewing a received message, select **Options > Message info** to view the message priority, sent time, size, and so on.

Replay Messages

When viewing a received message, select **Options > Replay** to restart the message (including a screen or sound if contained) from the beginning.

Use Voicemail

Configure your Voicemail

Before your phone can receive voicemail messages, you need to set up a password and record a personal greeting with Virgin Mobile.

When you have set up your voicemail, all unanswered calls to your phone are automatically transferred to voicemail, even if your phone is in use or turned off.

1. Press and hold the 1 key.
2. Follow the system prompts to create a password and record a greeting.

Check your Voicemail

When you receive a voicemail message, a notification with a voicemail message icon appears at the top of your screen.

- At the voicemail notification, select **Call** to call your voicemail number and follow the system prompts to retrieve the message.

  Select **Ignore** to clear the notification without checking messages. The notification icon remains on top of the screen until you listen to the message.
- When only the voicemail message icon appears on top of the screen, select **Voicemail** and follow the system prompts to retrieve the message.

Handle Sent Messages

Check Message Status in Sent Folder

Use the following symbol to check the Sent folder for the status of messages successfully sent.

	The message was sent. You cannot cancel delivery of the message.

Check Message Status in Outbox

Use the following symbols to check your **Outbox** for the status of messages sent but still in process.

	The message is pending and will be sent when possible. You can cancel delivery of the message.
	The message cannot be sent because service is not available. An alert appears on your phone if the message cannot be sent.

Unable to Send Messages

You may not be able to send or receive messages if your phone's memory is nearly full, or if digital service is not available at the time. To free up memory, erase old messages. See "Erase Messages" on page 24.

Review Virgin Alerts

Your phone automatically saves all the Virgin Alerts received. To review a Virgin Alert, select it from **Virgin Alerts**. The most recent alerts appear at the top.

Message Settings

The following message settings affect all messages unless you change them for individual messages.

Set your TXT Tone

1. From **TXT tone**, select a ringtone from the list to alert you when you receive a new message. (Scroll through the list to hear the different ringtones.)
2. Follow the prompts to assign the ringtone to all incoming messages for all or specific numbers in your selected contact or group.

Set your Reminder

From **Reminder**, select **On** to enable a reminder beep to sound every five minutes until you read the new message.

Set your Signature

You can create a signature to appear at the end of all outgoing messages.

1. From **Signature**, enter your signature.
2. Select **OK** to save the signature.

Note: The signature counts towards the character limit of your message.

Edit Preset Messages

Your phone comes with preset messages, such as "Please call me," which you can insert into the body of a text message. You can edit or create up to 40 preset messages.

1. From **Edit auto text**, do one of the following:
   - Scroll to a preset message and select **Edit**.
   - Select **New msg** to create a new preset message.
2. Enter or edit the text.
3. Select **Save**.

Note: You can also save messages you have written or received as preset messages.

Enable Auto Retrieve

From **Auto retrieve**, select one of the following:

- **Disabled** turns off auto retrieve and prompts you before downloading any multimedia messages.
- **Enabled** turns on auto retrieve to automatically download multimedia messages.

Erase Recent List

From **Erase recent list**, select **Yes** to clear the list of recipients you have recently sent messages to.

Enable CC/BCC Fields

From **CC and BCC**, select **Disabled** (to hide the CC and BCC fields) or **Enabled** (to show them).

Enable Save to Sent

From **Save to sent**, select **Auto** (to automatically save outgoing messages to the **Sent** folder) or **User confirmation** (to choose whether to save them when sending them).

Enable Auto-Erase

Use **Auto-erase** to set your phone to erase messages automatically when it needs memory for incoming messages.

From **Auto-erase**, select one of the following:

- **Disabled** erases no messages.
- **Inbox msgs** erases old messages in **Inbox** when memory is needed.
- **Sent msgs** erases old messages in **Sent** when memory is needed.
- **Both** erases old messages in both **Inbox** and **Sent** when memory is needed.

Set Default Text

You can change the default text entry mode when creating a text message. This setting applies only to the Message field, not the Send To field.

From **Text entry**, select **Normal alpha** (to enter text letter by letter) or **Rapid mode** (to enter text with word recognition).

Erase Messages

Erasing old messages frees up memory in your phone. You can erase messages as you send or read them, erase them one at a time, or erase them all at once.

Erase a Single Message

When viewing a received message, select **Options > Erase > Yes**.

Erase Messages from a Folder

From **Erase msgs**, select a folder to erase messages from. For example, to erase received messages, select **Inbox > Yes**.

Note: You cannot recover deleted information.

Erase All Messages

From **Erase msgs**, select **All > Yes** to erase all messages from all folders, except for voicemail messages.

Note: You cannot recover deleted information.

Check Message Count

From **Message count** screen, check how many messages you have stored.

5 Contacts

Use your phone's contacts list to store information about a person or company.

Contacts Menu

Select **Contacts** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Contacts	**Find name**	Access your existing contacts list.
	Add new	Add a new entry to your contacts list.
	Groups	View your groups.
	Speed dial list	View your contacts assigned with speed dials.
	Voice dial list	View your contacts assigned with voice dials.
	My phone #	View your phone number.

Access Contacts

Access Contacts List

1. From **Find name**, enter the first letter of your desired contact and scroll through to highlight it.
2. Do one of the following:
   - Press the **Send** key to call the contact.
   - Press the **OK** key to view the contact's details.
   - Select **New** to create a new contact.
   - Select **Options** to access more functions.

View Contact Details

1. From **Find name**, select a contact.
2. At the contact details screen, select a number, address or note.
3. Select **Options** and the detail you want to view. For example, to view a phone number, select **Options > View number**.

Use Frequent List

With **Frequent list** enabled, you can view 15 of your most frequently called contacts. See "Enable Frequent List" on page 63.

Use Fast Find

With **Fast find** enabled, you can press one or two keys to view close matches of the contact. See "Call Contact using Fast Find" on page 63.

Add Contacts

Add Contacts from Main Screen

1. From the main screen, enter a phone number to save (include the area code).
2. Select **Save > Save new contact**.
3. Enter a name for the contact.
4. Enter additional phone numbers, email addresses, and other contact details. (Scroll up or down to move through the contact fields.)
5. When done, select **Save**.

Add Contacts from Contacts Menu

1. From **Add new**, enter a name for the contact. Scroll down to the next field when done.
2. Enter a primary number for the contact.
3. Enter additional phone numbers, email addresses, and other contact details. (Scroll up or down to move through the contact fields.)
4. When done, select **Save**.

Add a Code or Extension

When saving the phone number of an automated service, you may include a pause for dialing an extension.

1. From the main screen, enter a phone number.

2. Select **Options** and a type of pause:
   - **Time pause** causes the phone to stop dialing for two seconds.
   - **Hard pause** causes the phone to wait until you select **Release** while making the call.
3. Enter the remaining numbers and select **Save > Save new contact**.
4. Complete the contact information and select **Save**.

Use Contacts

Call Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select a number.
3. Select **Call**.

Send a Text Message to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select a number or email address.
3. Select **Options > Send text msg**.
4. Complete your text message and select **Send**.

Send a Multimedia Message to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select a number or email address.
3. Select **Options > Send pic msg**.
4. Complete your multimedia message and select **Send**.

Customize Contacts

Edit Contact Details

1. From **Find name**, select a contact.
2. At the contact details screen, select **Edit**.
3. Edit or add phone numbers, email addresses, and so on. (Scroll up or down to move through the contact fields.)
4. When done, select **Save**.

Assign Number Types

1. From **Find name**, select a contact.
2. At the contact details screen, select **Edit**.
3. Press down twice to scroll to the number type dropdown and press the **OK** key.
4. Select a number type. The appropriate icon appears next to the number in your contacts list.
5. Select **Save**.

Assign Ringtones to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select the contact name.
3. Select **Ringtone** to assign a ringtone. (Scroll to select a ringtone.)

Assign Message Tones to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select the contact name.
3. Select **TXT tone** to assign a ringtone. (Scroll to select a ringtone.)

Assign Pictures to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select the contact name.
3. Select **Picture** to assign a picture.

Add a Prefix to Phone Numbers

Use **Prepend** to add a prefix, such as an area code, to a phone number:

1. From **Find name**, select a contact.
2. At the contact details screen, select a number.
3. Select **Prepend** to enter the prefix at the beginning of the number.
4. Select **Save**.

Assign Speed Dials to Contacts

1. From **Find name**, select a contact.
2. At the contact details screen, select a number.
3. Select **Add speed dial**.
4. Select a location from the list to assign the speed dial number.

Change Primary Numbers

When a contact has more than one number, the first number becomes the primary number by default. To change the contact's primary number:

1. From **Find name**, select a contact.
2. At the contact details screen, select a number.
3. Select **Primary number > Yes**.

Add Contacts to Groups

1. From **Find name**, select a contact.
2. At the contact details screen, select a number or email address.
3. Select **Add to group**.
4. Select groups from the list provided. A checkmark appears next to each selection. You can also remove a checkmark.
5. When finished, select **Done**.

Visit Web Addresses

1. From **Find name**, select a contact.
2. At the contact details screen, select a Web address.
3. Select **Launch web**.

Erase Contacts

Erase Contact Details

1. From **Find name**, select a contact.
2. At the contact details screen, select a number, address or note.
3. Select your desired erase option and **Yes**. For example, to erase an email address, select **Erase address > Yes**.

Erase an Entire Contact

1. From **Find name**, select a contact.
2. At the contact details screen, select the contact name.
3. Select **Erase contact > Yes** to erase the entire contact.

Contact Groups

You can assign your contacts to groups. Your phone comes with default groups. You can also create your own groups.

View Groups

1. Select **Groups** to view your preloaded groups, followed by the custom groups you have created.
2. Highlight a group and do one of the following:
   - Press the **OK** key to view the group details.
   - Select **New** to create a new group.
   - Select **Options** to access more functions.

Create a New Group

1. From **Groups**, select **New**.
2. Enter a name for the group and select **Next**.
3. Select contacts from the list provided. A checkmark appears next to each selection. You can also remove checkmarks.
4. When finished, select **Done**.

Your new group appears the next time you view your groups list.

Send Text Messages to Groups

1. From **Groups**, highlight a group.
2. Select **Options > Send text msg**.
3. Complete your text message and select **Send**.

Send Multimedia Messages to Groups

1. From **Groups** list, highlight a group.
2. Select **Options > Send pic msg**.
3. Complete your multimedia message and select **Send**.

Add or Remove Contacts from Groups

1. From **Groups**, highlight a group.
2. Select **Options > Edit**.
3. If you are modifying a group you created, select **Next**. Otherwise, go to the next step.
4. Select contacts from the list provided. A checkmark appears next to each contact in the group. Press the **OK** key to add or remove checkmarks.
5. When finished, select **Done**.

Assign Ringtones to Groups

1. From **Groups**, select a group you have created.
2. At the group details screen, scroll to the group name.
3. Select **Options > Ringtone** to assign a ringtone. (Scroll to select a ringtone.)

Assign Message Tones to Groups

1. From **Groups**, select a group you have created.
2. At the group details screen, scroll to the group name.
3. Select **Options > TXT tone** to assign a ringtone. (Scroll to select a ringtone.)

Assign Pictures to Groups

1. From **Groups**, select a group you have created.
2. At the group details screen, scroll to the group name.
3. Select **Options > Picture** to assign a picture.

Erase a Group

1. From **Groups**, highlight a group.
2. Select **Options > Erase > Yes**.

Speed Dial List

Assign Speed Dial Numbers

1. From **Speed dial list**, highlight an unassigned number (marked as empty).
2. Select **Assign**.
3. At the contacts list, select a contact.
4. At the contact details screen, select a phone number.

Clear Speed Dial Numbers

1. From **Speed dial list**, highlight an assigned number.
2. Select **Erase > Yes**.

Voice Dial List

Enable Voice Dial Tags

Your phone creates a voice dial tag for each contact that has a name this is not blank or a name that is more than five syllables. You can enable or disable the voice dial tags associated with your contacts.

1. From **Voice dial list**, press the **OK** key to add or remove checkmarks. A checkmark appears next to each enabled voice dial. (Scroll through the list to play the voice dial tags.)
2. When done, select **Save**.

Search Contact Voice

You can use voice commands to find a contact in your voice dial list. For more information, see “Find a Contact” on page 71.

View Phone Number

Select **My phone #** to check your phone number.

Recent calls Menu

From the main menu, select **Recent calls** (with selected as) or scroll down from the main screen to access the following functions:

Level 1 >	Level 2 >	Level 3
Recent calls	**Missed calls**	View a list all voice calls you have missed.
	Received calls	View a list all voice calls you have received.
	Outgoing calls	View a list all voice calls you have made.
	All calls	View a list all voice calls.
	Call timers	Access these options: **Last call** and **All calls**.

Work with Call Lists

Return a Missed Call

1. From **Missed calls**, highlight a number.
2. Press the **Send** key to call the number or select **Options** to access more features.

This list contains all calls you received, but did not answer.

Deal with a Missed Call

When you have missed a call, "Missed Call" appears on your screen. You can do one of the following:

- To clear the screen, select **OK**.
- To view the call details, select **Calls** and press the **OK** key.
- To return the call, select **Calls** and press the **Send** key.

Return a Received Call

1. From **Received calls**, highlight a number.
2. Press the **Send** key to call the number or select **Options** to access more features.

This list contains all calls received.

Return an Outgoing Call

1. From **Outgoing calls**, highlight a number.
2. Press the **Send** key to call the number or select **Options** to access more features.

This list contains all calls you have made.

Return Any Call

1. From **All calls**, highlight a number.
2. Press the **Send** key to call the number or select **Options** to access more features.

This list contains all calls made and received.

Call List Options

Save Number from Call List

1. At the call list, highlight a number.
2. Select **Options > Save**.
3. Select **Options > Save new contact** to create a new contact or **Options > Add to existing** to add address to an existing contact.

View Contact from Call List

1. At a call list, highlight a contact.
2. Select **Options > View** to see the contact details screen.

Send Text Message from Call List

1. At a call list, highlight a contact.
2. Select **Options > Send text msg**.
3. Complete your text message and select **Send**.

Send Multimedia Message from Call List

1. At a call list, highlight a contact.
2. Select **Options > Send picture msg**.
3. Complete your multimedia message and select **Send**.

Erase Call List Records

Erase a Single Record

1. At a call list, highlight a contact.
2. Select **Options > Erase > Yes**.

Erase a Call List

1. At a call list, highlight a contact.
2. Select **Options > Erase All > Yes**.

Work with Call Timers

View All Calls Timer

Select **All calls** to view the number of calls made and received and the total call time.

View Last Call Timer

Select **Last call** to view the total call time of your last call made or received. Select **Done** when finished.

7 Media Player

Use **Media Player** to play and manage media files.

Media Player Menu

Select **Media Player** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Media Player	**My music**	Access these options: **Playlists**, **All songs**, **Artists**, **Albums**, and **Genres**.
	Settings	Access these options: **Repeat all**, **Shuffle**, **Auto off**, and **BT headset**.

My music

Use **My music** to manage and store your music files.

Note: The left, center, and right **Navigation** keys on the QWERTY keypad also function as the **Rewind**, **Play/Pause**, and **Fast Forward** keys for the music player. From the main screen, pressing the **Play/Pause** key twice starts playing your music.

My music is also the default directory your phone creates in your memory card (sold separately) when it is formatted correctly.

With the default **My music** directory created in your memory card, you can insert the card into a PC card reader (sold separately) to load your desired music. Place music files into the **My music** directory located on the memory card. Insert the card back into the phone to play it.

Note: The **Media Player** will read music saved in MP3 format only (other file formats are not supported.)

Playlists

Create your Playlist

1. From **Playlists**, select **Options > Create new**.
2. Enter the name of your new playlist and select **Save**.
3. Add your desired music file(s).
4. Select **Done** when finished.

Access your Playlist

From **Playlists**, highlight your desired playlist and do one of the following:

- Press the **OK** key to view the music files in the selected playlist.
- Select **Play** to play the music files in the selected playlist.
- Select **Options** to access more functions.

Add Tracks to your Playlist

1. From **Playlists**, highlight your desired playlist.
2. Select **Options > Add songs** or **Remove songs**.
3. Select the song(s) from the list provided to add or remove from the playlist. A checkmark appears next to each song selected. Press the **OK** key to add or remove checkmarks.
4. Select **Done** when finished.

Erase your Playlist

1. From **Playlists**, highlight the playlist you want to erase.
2. Select **Options > Erase list > Yes** to erase the playlist.

Note: You cannot erase a preloaded or currently running playlist.

Erase All Playlists

From **Playlists**, select **Options > Erase all > Yes** to erase all your playlists.

Note: You cannot erase any preloaded or currently running playlist.

All songs

Search for Songs

1. From **All songs**, enter the first letter(s) of the name of your desired song.

Note: The search letters you enter are not case sensitive.

2. Scroll through to highlight it and do one of the following:
   - Select **Play** to play the selected song.
   - Select **Options** to access more functions.

Add Songs to your Playlist

1. From **All songs**, highlight the song you want to add to your playlist.
2. Select **Options > Add to playlist**.

Lock Songs

1. From **All songs**, highlight your desired song.
2. Select **Options > Lock** to prevent the song from accidental deletion.

With the song locked, the lock icon appears at the top of the screen.

Erase All Songs

From **All songs**, select **Options > Erase all > Yes** to erase all your songs.

Note: You cannot erase any preloaded or currently running song.

Artists

Search for Tracks in Artists

1. From **Artists**, scroll through to select your desired artist.
2. Scroll through to highlight it and do one of the following:
   - Select **Play** to play the selected track.
   - Select **Options** to access more functions.

Add Tracks to your Playlist

1. From **Artists**, select your desired artist.
2. Highlight the track you want to add to your playlist.
3. Select **Options > Add to playlist**.

Lock Tracks

1. From **Artists**, select your desired artist.
2. Highlight the track you want to lock.
3. Select **Options > Lock** to prevent the track from accidental deletion.

With the track locked, the lock icon appears at the top of the screen.

Erase All Tracks

1. From **Artists**, select your desired artist.
2. Select **Options > Erase all > Yes** to erase all your tracks.

Note: You cannot erase any preloaded or currently running track.

Albums

Search for Tracks in Albums

1. From **Albums**, scroll through to select your desired album.
2. Scroll through to highlight it and do one of the following:
   - Select **Play** to play the selected track.
   - Select **Options** to access more functions.

Add Tracks to your Playlist

1. From **Albums**, select your desired album.
2. Highlight the track you want to add to your playlist.
3. Select **Options > Add to playlist**.

Lock Tracks

1. From **Albums**, select your desired album.
2. Highlight the track you want to lock.
3. Select **Options > Lock** to prevent the track from accidental deletion.

With the track locked, the lock icon appears at the top of the screen.

Erase All Tracks

1. From **Albums**, select your desired album.
2. Select **Options > Erase all > Yes** to erase all your tracks.

Note: You cannot erase any preloaded or currently running track.

Genres

Search for Tracks in Genres

1. From **Genres**, scroll through to select your desired genre.
2. Scroll through to highlight it and do one of the following:
   - Select **Play** to play the selected track.
   - Select **Options** to access more functions.

Add Tracks to your Playlist

1. From **Genres**, select your desired genre.
2. Highlight the track you want to add to your playlist.
3. Select **Options > Add to playlist**.

Lock Tracks

1. From **Genres**, select your desired genre.
2. Highlight the track you want to lock.
3. Select **Options > Lock** to prevent the track from accidental deletion.

With the track locked, the lock icon appears at the top of the screen.

Erase All Tracks

1. From **Genres**, select your desired genre.
2. Select **Options > Erase all > Yes** to erase all your tracks.

Note: You cannot erase any preloaded or currently running track.

Media Player Settings

Use **Settings** to control how you want the media player work.

Enable Repeat all

To play your tracks continuously in a loop, from **Repeat all**, select **Enable**.

Note: Once enabled, your phone keeps playing the tracks unless you stop it.

Enable **Shuffle**

To randomly play each of your tracks once, from **Shuffle**, select **Enable**.

Note: Shuffle, even if enabled, only works when you have three or more tracks to play.

Set Auto Off Duration

Use **Auto off** to set the duration for which your phone is paused or stopped before automatically turning off **Media Player**. From **Auto off**, select one of the following:

- **10 minutes** automatically turns off **Media Player** after the phone pauses or stops for 10 minutes.
- **20 minutes** automatically turns off **Media Player** after the phone pauses or stops for 20 minutes.
- **Off** never automatically turns off **Media Player**.

Enable Bluetooth Headset

Use **BT headset** to pair your Bluetooth device with **Media Player**. Refer to “Pair with a Device” on page 58 for more information.

8 My Account

You can manage your Virgin Mobile account directly from your phone. The basic tasks are summarized in this chapter. For more information about your account, go to **www.virginmobileusa.com**.

Check your Account Balance

You can check your Virgin Mobile account status in two ways.

- From the main screen, scroll up.
- From the main menu, select **My Account**.

Your account information appears with Top-Up information relative to your selected plan. When your account is low or empty, you receive a notification to Top-Up.

Note: Additional charges may apply for multiple balance checks in one day. Visit **www.virginmobileusa.com** for more details.

Top-Up your Account

Top-Up is how you add money to your Virgin Mobile account. You can Top-Up your Virgin Mobile account right from your phone. First, buy a Top-Up card from one of the thousands of retailers that carry them or register your debit card, credit card, or PayPal account at **www.virginmobileusa.com**.

Note: You cannot register a debit or credit card from your phone, and must register online first before you can Top-Up with this method via the phone.

When your balance is low, you can Top-Up your Virgin Mobile account from your phone.

Top-Up with a Top-Up Card

1. From the main menu, select **My Account**.
2. Scroll down to the **Top-Up** link and press the **OK** key.
3. Enter your Account PIN and select **Done**.
4. Scroll down to select **Login** and press the **OK** key.
5. Enter your Top-Up card's PIN number and press the **OK** key.
6. Scroll down to select **Top-Up Now** and press the **OK** key.
7. You are now Topped-Up. Press the **End** key to exit.

Top-Up with a Debit Card, Credit Card, or PayPal Account

1. From the main menu, select **My Account**.
2. Scroll down to the **Top-Up** link and press the **OK** key.
3. Enter your Account PIN and select **Done**.

4. Scroll down to select **Login** and press the **OK** key.
5. Scroll down to select either **Credit Card** or **PayPal** and press the **OK** key.
6. Enter the amount you want to Top-Up and press the **OK** key. You can Top-Up in amounts of $20, $30, $50, or $90.
7. Scroll down to select **Top-Up Now** and press the **OK** key.
8. You are now Topped-Up. Press the **End** key to exit.

Note: You can also Top-Up over the Web at **www.virginmobileusa.com**.

For More Information

For more information about your Virgin Mobile account or Virgin Mobile service, visit **www.virginmobileusa.com**.

Access VirginXL

With **VirginXL**, you can access music, entertainment, and information services from your phone. Download games, ringtones, wallpapers, screen savers, and other content; surf the web; and more. Check Virgin Mobile's Web site at **www.virginmobileusa.com** for availability and pricing, or check directly from your phone through the **VirginXL** menu. Charges apply.

To launch **VirginXL**, scroll left from the main screen or select **VirginXL** from the main menu.

Note: You cannot receive incoming calls during a **VirginXL** session. All incoming calls are automatically sent to your voicemail.

Navigate VirginXL

1. Scroll through items and highlight one.
2. Press the **OK** key to select a **VirginXL** menu item or options.

A scroll bar on the right side of the screen indicates that there is more text. Scroll down to go to the next screen of text. Press the **Back** key to move back one screen

End a VirginXL Session

Press the **End** key from within **VirginXL**.

10 My Stuff

Your phone stores and displays media files.

My Stuff Menu

Select **My Stuff** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
My Stuff	**My ringtones**	Access **Get more ringtones** and view a list of your ringtones.
	My music	Access these options: **Playlists**, **All songs**, **Artists**, **Albums**, and **Genres**.
	My graphics	Access these options: **Get more graphics**, **Wallpapers**, **Screensavers**, **My pictures**, and **Caller IDs**.
	My games	Access **Get more games** and view a list of your games.
	My themes	View a list of color themes for your phone.
	My other stuff	Access **Get more stuff** and other preloaded and downloaded applications.

My ringtones

My ringtones stores your preloaded and downloaded ringtones. You can download ringtones to your phone from the Virgin Mobile Web site at **www.virginmobileusa.com** or directly from your phone using **VirginXL**. Charges apply.

Download a Ringtone

Before downloading, make sure you have enough money in your account; otherwise you can Top-Up your account.

1. From **My ringtones**, select **Get more ringtones** and search for a ringtone.
2. Follow the prompts to purchase and download the selected ringtone.

Assign a Ringtone

1. From **My ringtones**, highlight a ringtone.
2. Select **Assign** and choose how you want to assign the ringtone.

Note: Downloaded ringtones are listed in **My ringtones** and available to assign to individual contacts or groups.

My music

Use **My music** to manage and store your music files.

Play Music

1. From **My music**, highlight a music category.
2. Follow the prompts to play your desired music.

My graphics

My graphics stores your preloaded and downloaded graphics. You can download wallpapers and screensavers to your phone from the Virgin Mobile Web site at **www.virginmobileusa.com** or directly from your phone using **VirginXL**. Charges apply.

Download a Graphic

Before downloading, make sure you have enough money in your account; otherwise you can Top-Up your account.

1. From **My graphics**, select **Get more graphics** and search for a graphic.
2. Follow the prompts to purchase and download the selected graphic.

Assign a Graphic

1. From **My graphics**, browse **Wallpapers**, **Screensavers**, **My pictures** or other graphic folders.
2. From a file list, select a graphic.
3. Select **Assign** and choose how you want to assign the graphic.

My games

My games stores your preloaded and downloaded games. You can download games to your phone from the Virgin Mobile Web site at **www.virginmobileusa.com** or directly from your phone using **VirginXL**. Charges apply.

Download a Game

Before downloading, make sure you have enough money in your account; otherwise you can Top-Up your account.

1. From **My games**, select **Get more games** and search for a game.
2. Follow the prompts to purchase and download the selected game.

Play a Game

1. From **My games**, highlight a game.
2. Select **Play** to launch the game.

My themes

My themes stores your preloaded Virgin Mobile color themes. When you assign a color theme, the colors for your background, headers and highlight bars are changed. You can also find this list of color themes in your **Display** settings.

My other stuff

My other stuff stores your preloaded and downloaded applications. You can download applications to your phone from the Virgin Mobile Web site at **www.virginmobileusa.com** or directly from your phone using **VirginXL**. Charges apply.

Download an Application

Before downloading, make sure you have enough money in your account; otherwise you can Top-Up your account.

1. From **My other stuff**, select **Get more stuff** and search for an application.
2. Follow the prompts to purchase and download the selected application.

Run an Application

1. From **My other stuff**, highlight an application.
2. Select **Run** to launch the application.

Media File Options

Rename a File

1. From a media file list, highlight a file.
2. Select **Options > Rename**.
3. Enter a new name and select **Save**.

You can only rename unlocked files. Preloaded files on your phone are always locked.

Send a File to an Online Location

1. From a media file list, highlight a file.
2. Select **Options > Upload to My Pix**.

Assign a File

1. From a media file list, highlight a file.
2. Select **Options > Assign** and choose how to assign the file.
3. Complete the appropriate task.

Lock a File

1. From a media file list, highlight a file.
2. Select **Options > Lock** to protect a file from being accidently erased. To unlock the file, select **Options > Unlock**.

View File Details

1. From a media file list, highlight a file.
2. Select **Options > Details** to view the details such as file size or save date.
3. Select **OK** to exit.

Modify a File

1. From a media file list, select a file.
2. Select **Options > Modify**.
3. Select **Options** and an option to rotate, resize, and so on.
4. When done, select **Save** to save over an existing file or as a new one.

Use the Zoom

1. From a media file list, select a file.
2. Select **Options > Zoom**.
3. Use the **Navigation** key to zoom in and out.
4. Select **Cancel** to exit.

View a Slideshow

1. From **My pictures**, select **Options > Slideshow** to play the slideshow of the files contained in the current folder.
2. Select **Pause** (to stop), **Play** (to resume), or **Options** (to access more features).

   With **Options** selected, your phone automatically pauses the slideshow.
3. When you are done, select **Options > Exit**.

Erase a Single File

1. From a media file list, highlight a file.
2. Select **Options > Erase > Yes**.

You can only erase unlocked files. Preloaded files on your phone are always locked.

Erase All Files in a Folder

From a media file list, select **Options > Erase all > Yes**.

Note: You can only erase unlocked files. Preloaded files on your phone are always locked.

Camera Tips

Your phone comes with a camera. Before using your phone's camera, here are some tips:

- You cannot activate the camera while on an active call or while browsing files in the media gallery.
- Once the camera is active, the main screen acts as the viewfinder.
- If you get a "Low memory" error, check your resolution and quality compression settings.
- If there is no activity within 45 seconds after you turn your camera on, the camera quits and returns to the previous launch point.
- Menu settings and options can only be accessed when the camera is active.
- Numbers in the top right corner indicate the number of snapshots remaining before the phone runs out of memory.

Take a Picture

1. To activate the camera, press and hold the **Camera** key. You can also select **Pictures > Take a picture** from the main menu.
2. Focus on the image using the phone's display as a viewfinder.
3. Press the **OK** key to take a picture (saved to **My pictures**).
4. Select **Send** to create a multimedia message or **Erase** to delete the picture from your phone.
5. Press the **End** key to exit camera mode.

Go to My pictures

From **Pictures**, select **My pictures** to view all of the pictures you have taken and saved.

Camera Setting Options

Adjust the Resolution

From camera mode, select **Options > Settings > Resolution** and a size for your pictures.

Numbers in the bottom left corner indicate the current resolution setting.

Set Self Timer

From camera mode, select **Options > Settings > Self timer** and a time.

The icon indicates the timer is activated. When you take a picture, a beep plays three seconds from the time the shutter snaps the picture.

Enable Date/Time Stamp

From camera mode, select **Options > Settings > Date/Time > On** to place a date/time stamp each picture taken. The icon indicates when the date/time stamp is on.

Enable Multishot Mode

From camera mode, select **Options > Settings > Multishot > On** to take multiple pictures.

The icon indicates multishot mode is enabled. When you take a picture, press and hold the **OK** key to take multiple (up to six) pictures. A single tone plays for each picture taken.

Your camera is set to a lower resolution during multishot mode. The resolution setting returns to the previous setting when you are done.

Set Shutter Sound

1. From camera mode, select **Options > Settings > Shutter sound**.
2. Select a sound to play when the shutter takes a picture.

Set White Balance

1. From camera mode, select **Options > Settings > White balance**.
2. Scroll left or right to select the white balance setting. Look at the viewfinder to see how each setting looks.

Set Color Tone

1. From camera mode, select **Options > Settings > Color tone**.
2. Scroll left or right to select a color tone. Look at the viewfinder to see how each setting looks.

Set Picture Quality

From camera mode, select **Options > Settings > Picture quality** and a quality level for your picture. When you select a higher quality level, the size of the file is bigger.

Other Camera Options

Set Brightness Level

1. From camera mode, select **Options > Brightness**.
2. Scroll left or right to change the brightness level. Press the **OK** key to set the brightness.

Take a Picture in a Frame

1. From camera mode, select **Options > Frames**.
2. Scroll left or right to view the frames available.
3. Select **OK** to choose a frame.
4. Take a picture with the frame. The frame is part of the image and can not be removed.

Surf the Web

You can use your phone to browse the Internet.

Launch Browser

Select **Web > Surf the Web** to launch the browser. An alert appears notifying of airtime fees, if you have enabled web alerts. Select **OK** to continue.

Browse the Web

A browser home page with a list of bookmarks and some browser menu options appear when you are connected to the Web. The lock icon appears in a secure session. You can do the following:

- To choose a site, scroll to the link and press the **OK** key.
- An underline and an arrow indicate that there is more text. Scroll down to view the rest of the text.
- Press the **Back** key to return to the previous screen.
- Press the **End** key to exit.
- Select **Options** to access more browser features.

Add a Bookmark

1. Surf to the Web page you want to bookmark and select **Options > Add to Bookmarks**.
2. Edit the bookmark's details, if needed.
3. Select **Save** to save the bookmark.

To access your saved bookmarks, select **Options > Bookmarks** from any web page.

Search the Web

From **Web**, select **Search** to go directly to the browser's search page.

Launch Connect

Connect allows you to connect to popular social media and networking sites, right from your device, with one easy-to-use interface. To launch **Connect**, select **Web > Connect**. For more information, visit **www.virginmobileusa.com**.

Go to MySpace

From **Web**, select **MySpace** to go directly to the MySpace main page.

Go to Facebook

From **Web**, select **Facebook** to go directly to the Facebook main page.

Tools & Settings Menu

Select **Tools & Settings** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Tools & Settings	**Tools**	Access these options: **Voice memo**, **Calendar**, **Alarm clock**, **Tip calculator**, **Calculator**, **World clock**, **Timer**, **Stopwatch**, and **Memopad**.
	Bluetooth	Access these options: **My devices** and **Settings**.
	Display	Access these options: **Graphics**, **Menu style**, **Themes**, **Greeting banner**, **Language**, **Backlight**, **Auto-hyphen**, **Time/Date format**, and **Brightness**.
	Sounds	Access these options: **Ringtone volume**, **My ringtones**, **Business ringtones**, **Personal ringtones**, **Slide sounds**, **Power on/off sound**, **Key volume**, **Key length**, **TXT tone**, **Smart volume**, **Minute alert**, **Earpiece volume**, and **Speakerphone volume**.
	Convenience	Access these options: **Set date/time** (with **Airplane mode** enabled), **Airplane mode**, **Auto keyguard**, **Fast find**, **Frequent list**, **Hold call**, **1-Touch dialing**, **Customize keys**, and **Missed call alert**.
	Call options	Access these options: **Voice dialing**, **Auto answer**, **Open to answer**, and **Any key**.
	Security	Access these options: **Lock phone**, **Change lock code**, **Special numbers**, **Erase contacts**, **Erase downloads**, and **Reset phone**.
	Messaging	Access these options: **TXT tone**, **Reminder**, **Signature**, **Edit auto text**, **Auto retrieve**, **Erase recent list**, **CC and BCC**, **Save to sent**, **Auto-erase**, and **Text entry**.
	Network	Access these options: **Privacy alert** and **Location**.
	Accessories	Access these options: **Headset sound**, **Power backlighting**, **TTY**, **Hearing aid**, and **Memory card**.
	Phone info	Access these options: **My phone number**, **Phone memory**, **Version info**, and **Icon key**.

Tools

Tools Menu

Select **Tools** from the main menu to access the following functions:

Level 1 >	Level 2 >	Level 3
Tools	**Voice memo**	Access these options: **Record new** and **Recorded memos**
	Calendar	Access these options: **Add new event**, **View month**, **View day**, **Go to date**, **View all events**, and **Settings**
	Alarm clock	Set an alarm.
	Tip calculator	Calculate a tip.
	Calculator	Perform basic calculations.
	World clock	View times from different time zones.
	Timer	Set a countdown timer.
	Stopwatch	Use a stopwatch timer.
	Memopad	Access these options: **New memo** and **View memos**

Voice memo

Use **Voice memo** to record and play back audio memos.

Record Voice Memos

1. From **Voice memo**, select **Record new**.
2. Say your voice memo and select **Stop** when done.
3. Select **Save**.

If you receive an incoming call while recording a memo, the memo is saved and the incoming call screen appears.

Play Voice Memos

1. From **Recorded memos**, highlight a memo.
2. Select **Play** to play the memo or **Options** to access more features.

Calendar

Use **Calendar** to schedule events and set reminder alerts.

Create an Event

1. From **Add new event**, enter a name. Scroll down to move to the next field when done.
2. Press the **OK** key to select an event type from the list.
3. Press the **OK** key to change the date, if needed.
   - Scroll left or right to move between month, day, and year fields.
   - Scroll up or down to change month, day, and year.

   Press the **OK** key to save and move to the next field.
4. Press the **OK** key to change the time, if needed.
   - Scroll left or right to move between hour, minute, and AM/PM fields.
   - Scroll up or down to change hour, minute, and AM/PM.

   Press the **OK** key to save and move to the next field.
5. Press the **OK** key to change the duration, if needed.
   - Scroll left or right to move between hour and minute fields.
   - Scroll up or down to change hour and minute.

   Press the **OK** key to save and move to the next field.
6. Press the **OK** key to select a priority from the list.
7. Press the **OK** key to select a reminder from the list.
8. Press the **OK** key to select **During event** to enable silent mode or **Off** to have normal sounds.
9. Press the **OK** key to select a recurring event from the list, if needed.
10. Select **Save**.

View Events

View Events by Month

1. From **View month**, scroll through the month view. (Days with events are highlighted.)
2. Press the **OK** key to select a date.
3. Do one of the following:
   - Scroll left or right to move to another date.
   - Select an event.
   - Scroll to a time and select **Add new** to create a new event.
   - Select **Options** to access more features.

View Events by Date

From **View day**, do one of the following:

- Scroll left or right to move to another date.
- Select an event.
- Scroll to a time and select **Add new** to create a new event.
- Select **Options** to access more features.

Go to a Specific Date

1. From **Go to date**, scroll left or right to move between month, day, and year fields. Scroll up or down to change month, day, or year.
2. Press the **OK** key to select the date.

View Events by List

From **View all events**, select an event from the list or **Options** to access more features.

Return to the Current Date

From **View day**, select **Options > Go to today** to return to the current date.

Sort Events by Time

From **View all events**, select **Options > Sort by time** to sort events by time.

Sort Events by Type

From **View all events**, select **Options > Sort by type** to sort events by their assigned type.

Sort Events by Priority

From **View all events**, select **Options > Sort by priority** to sort events by their assigned priority.

Modify Events

Edit an Event

1. From **View day**, select an event.
2. At the event details screen, select **Edit**.
3. Modify the event and select **Save**.

Send an Event

1. From **View day**, select an event.
2. At the event details screen, select **Send** to attach the file to a multimedia message.
3. Complete the appropriate task.

Copy an Event

1. From **View day**, select an event.
2. At the event details screen, select **Copy**.

3. Enter a new name for the event.
4. Complete the event and select **Save**.

Erase Events

Erase an Event

1. From **View day**, select an event.
2. At the event details screen, select **Erase > Yes**.

Erase the Current Day's Events

From **View day**, select **Options > Erase today's events > Yes** to erase all events on that day.

Erase All Events

From **View all events**, select **Options > Erase all events > Yes** to erase all events from the phone.

Note: You cannot recover deleted information.

Erase All Past Events

From **View all events**, select **Options > Erase all past events > Yes** to erase all past events from the phone.

Note: You cannot recover deleted information.

Scheduler Settings

Set Scheduler Hours

1. From **Settings**, select **Calendar hours**.
2. Modify the start and end times.
   – Scroll left or right to move between hour, minute, and AM/PM fields.
   – Scroll up or down to change hour, minute, and AM/PM.
3. Select **Save** when done.

Erase Events Automatically

1. From **Settings**, select **Auto erase**.
2. Select an option from the list to set when to automatically erase your past events.

Set Event Priority

1. From **Settings**, select **Priority**.
2. Select an option to set every event you create with this priority type.

Set Event Reminder

1. From **Settings**, select **Reminder**.
2. Select an option to set every event you create with this reminder setting.

Set Event Reminder Alert

1. From **Settings**, select **Reminder sound**.
2. Select an option to set every event you create with this reminder alert. (Scroll to listen to sounds).

Set Event Silent Mode

1. From **Settings**, select **Silent mode**.
2. Select an option to set every event you create with this silent mode.

Alarm clock

You can set up to four alerts with your phone's three alarm clocks and one quick alarm.

Note: The alert occurs only if the phone is on.

Set an Alarm

1. From **Alarm clock**, scroll to one of the alarms and select **Set**.
2. Press the **OK** key to change the time, if needed.
   - Scroll left or right to move between hour, minute and AM/PM fields.
   - Scroll up or down to change hour, minute and AM/PM.

   Press the **OK** key to save time and move to the next field.
3. Press the **OK** key to select a sound from the list.
4. Press the **OK** key to select a recurring alarm from the list, if needed.
5. Press the **OK** key to enter a note.
6. Select **Save**.

When the alarm rings, select **Stop** to turn off the alarm or **Snooze** to reset the alarm for next ten minutes.

Set the Quick Alarm

1. From **Alarm clock**, scroll to the quick alarm and select **Set**.
2. Choose a time. (A notification shows the quick alarm is on.)

When the quick alarm rings, select **Off** to turn off the alarm, or **Reset** to set the quick alarm again.

Use Tip Calculator

1. From **Tip calculator**, enter the amount of your bill.
2. Scroll down to select the percentage you want to tip.
3. Scroll down to enter the number of people sharing the bill (or enter 1 if paying the entire bill).
4. Select **Next** to view the final bill.
5. Select **Done** when finished.

Use Calculator

1. From **Calculator**, enter the first number.
2. Select a mathematical operation:
   - Scroll left to multiply.
   - Scroll right to divide.
   - Scroll up to add.
   - Scroll down to subtract.

   Your selection will appear highlighted.
3. Enter the second number, and press the **OK** key to view the result.

4. Select **Exit** to return to the menu, or **Options** and one of the following:
   - **MS** clears value currently stored and adds the displayed result to value stored in memory.
   - **M+** adds displayed result to the value stored in memory.
   - **MR** displays currently stored value on the screen.
   - **MC** clears value currently stored in memory.

World clock

Use **World clock** to check times in cities around the world in relation to your local time.

Set World Clock

1. From **World clock**, first scroll left or right to select a time zone.
2. Check your local time and date on the first line, followed by your selected world city and its time and date.

Search World Clock

1. From **World clock**, select **Options > Search city** or **Search country**.
2. Enter the first letter(s) of your desired city or country.
3. Select a city or country from the list.

Use Timer

The timer counts down for the specified time. It beeps when that amount of time has elapsed.

1. From **Timer**, select **Set**.
2. Enter the time length.
   - Scroll left or right to move between hours, minutes, or seconds fields.
   - Scroll up or down to change hours, minutes, or seconds.
3. Select **Sound**, and choose from the list to modify the sound.
4. To work the timer, select the following option buttons:
   - **Start** begins the countdown.
   - **Stop** pauses the countdown.
   - **Reset** clears the timer.

When the countdown is complete, select **Off** to silence the alarm.

Use Stopwatch

From **Stopwatch**, select the following option buttons:

- **Start** begins counting.
- **Stop** pauses counting.
- **Reset** clears the stopwatch.

Press the **Back** key to exit.

Memopad

Write a Memo

1. From **New memo**, enter the memo.
2. Select **Save**.

View a Memo

From **View memos**, select **View** to open a memo or **Options** to access more features.

Edit a Memo

1. From **View memos**, highlight a memo.
2. Select **Options > Edit**.
3. Edit the memo, and select **Save**.

Send a Memo

1. From **View memos**, highlight a memo.
2. Select **Options > Send as sms**.
3. Complete the message, and select **Send**.

Call a Number in a Memo

If you have a phone number in a memo, you can call it.

1. From **View memos**, highlight a memo.
2. Select **Options > Use number**.
3. Select a number, and press the **Send** key.

Lock a Memo

You can lock a memo to prevent it from being edited or erased.

1. From **View memos**, highlight a memo.
2. Select **Options > Lock memo**.

To unlock a memo, select **Unlock memo**.

Erase a Memo

1. From **View memos**, highlight a memo.
2. Select **Options > Erase > Yes**.

Erase All Memos

From **View memos**, select **Options > Erase all > Yes**.

Note: Selecting **Erase all** only erases unlocked memos.

Bluetooth

Bluetooth® wireless technology enables wireless connectivity with accessories such as headsets, portable GPS devices, and more.

You can connect compatible Bluetooth devices to your phone. To buy Virgin Mobile authorized Bluetooth accessories for your phone, visit **www.virginmobileusa.com**.

Enable Bluetooth

Before you can connect your phone with a Bluetooth device, you need to enable the Bluetooth feature on your phone.

From **Settings**, select **On/Off > On**.

Pair with a Device

To enable your phone to communicate with a Bluetooth device, you need to "pair" the device with your phone. The following instructions describe the process. You may also need to reference the user guide provided with your Bluetooth device.

1. Prepare the Bluetooth device (accessory) for pairing as described in the device's user guide.
2. From **My devices**, select **Find new**. Your phone then searches and detects any available Bluetooth devices in the vicinity.

   You must enable the Bluetooth feature on your phone.
3. At the device list, highlight a device and select **Add**.

   Accept the pairing if prompted.
4. If necessary, enter the password provided with the Bluetooth device and select **OK**.

With the password accepted, the device appears in your device list.

Use Bluetooth Devices

Connect to a Device

Before you can use Bluetooth, you must get your phone ready to communicate with a device, called "connecting."

To connect your phone to a Bluetooth device, from **My devices**, highlight a device and select **Connect**.

A notification appears confirming the connection. You can now use the device with your phone.

Disconnect from a Device

From **My devices**, highlight a connected device and select **Disconnect**.

Rename a Device

1. From **My devices**, highlight a device.
2. Select **Options > Rename**.
3. Enter a new name and select **Save**.

Delete a Device

You can delete a Bluetooth device that you have paired your phone with.

1. From **My devices**, highlight a device.
2. Select **Options > Delete > Yes**.

View Device Services

A Bluetooth device paired with your phone may have more than one service profile (such as Headset, Handsfree, and so on). Do the following to check the services available:

1. From **My devices**, highlight a device.
2. Select **Options > Services**.
3. At the service list, highlight a profile and select **Connect** to change the active profile.

Change Bluetooth Settings

Turn on or off Bluetooth

You must turn on your phone's Bluetooth feature to use it with Bluetooth devices.

From **Settings**, select **On/Off** and one of the following:

- **On** allows other devices to find your phone.
- **Off** prohibits your phone from being used with any Bluetooth wireless technology device. To prolong battery life, it is recommended to turn off Bluetooth when you are not using it.

When you turn on Bluetooth the first time, you need to find your device before pairing with it.

Visibility

Use this setting to control your phone's Bluetooth visibility to other Bluetooth devices.

From **Settings**, select **Visibility** and one of the following options:

- **Hidden** hides your phone from being used with other Bluetooth devices.
- **Visible for 3 min** allows other devices three minutes to find your phone.
- **Always visible** always allows other devices to find your phone.

Change Phone's Name

You can change the name presented for other Bluetooth devices' search of your phone.

1. From **Settings**, select **Device name**.
2. Enter a new name and select **Save**.

View Supported Services

From **Settings**, select **Device info** to view a list of the Bluetooth service profiles your phone supports.

Display

Graphics

Graphics stores your preloaded and downloaded graphics. You can download wallpapers and screensavers to your phone from the Virgin Mobile Web site at **www.virginmobileusa.com** or directly from your phone using **VirginXL**. Charges apply.

Download a Graphic

Before downloading, make sure you have enough money in your account; otherwise you can Top-Up your account.

1. From **Graphics**, select **Get more graphics** and search for a graphic.
2. Follow the prompts to purchase and download the selected graphic.

Assign a Graphic

1. From **Graphics**, browse the **Wallpapers**, **Screensavers**, **My pictures** or other graphic folders.
2. From a file list, select a graphic.
3. Select **Assign** and choose how you want to assign the graphic.
4. Complete the appropriate task.

Set Main Menu View

From **Menu style**, select one of the following:

- **Grid** displays icons of each menu item, with its name at the top of the screen.
- **List** displays a list of all menu items.

The next time you view the **Menu**, your selected menu style appears.

Set Theme

From **Themes**, select a color theme for the display background.

Set My Banner

The banner is the personal label for your phone, appearing on the main screen above the time and date.

1. From **Greeting banner**, select **Edit**.
2. Press the **Back** key to clear the current banner.
3. Enter your new text (up to 14 characters) or press the **Space** key for a blank banner.
4. Select **Save**.

Set Language

From **Language**, select a language.

Backlight

Set Display Duration

From **Backlight**, select **Display duration** and one of the following:

- **Always dim** forces the backlight to remain dim before turning off.
- **7 Seconds**, **10 seconds**, **15 seconds**, or **30 seconds** turns backlighting on for the set time after your last keypress.
- **Always bright** forces the backlight to remain bright before turning off.

Set Keypad Duration

From **Backlight**, select **Keypad duration** and one of the following:

- **Always off** forces the backlight to remain dim before turning off.
- **7 Seconds**, **10 seconds**, **15 seconds**, or **30 seconds** turns backlighting on for the set time after your last keypress.
- **Always on** forces the backlight to remain bright before turning off.

Enable Auto-Hyphenation

Auto-hyphenation, when enabled, automatically inserts hyphens into your phone numbers to be consistent with the U.S. dialing plan (or the North American Numbering Plan).

From **Auto-hyphen**, select **Enabled** to turn on auto-hyphenation.

Set Time and Date Format

From **Time/Date format**, select a time and date format.

Set Brightness

1. From **Brightness**, scroll to change the brightness level.
2. Select **Save**.

Sounds

Your phone has several settings that control the sound. You can select from a variety of ringtones and control the volume.

Set Ringtone Volume

1. From **Ringtone volume**, scroll right or left to set the ringtone volume.
2. Select **Save**.

Set your Ringtone

Use **My ringtones** to set your ringtone with a preloaded or downloaded ringtone. See "My ringtones" on page 43 for more information.

Set your Business Ringtone

Use **Business ringtones** to set the ringtone for your business group contacts with a preloaded or downloaded ringtone. See "My ringtones" on page 43 for more information.

Set your Personal Ringtone

Use **Personal ringtones** to set the ringtone for your personal group contacts with a preloaded or downloaded ringtone. See "My ringtones" on page 43 for more information.

Set Slide Sounds

1. From **Slide sounds**, select **Slide open** or **Slide close**.
2. Select a sound. (Scroll down the list to play the sounds.)

Set Power On/Off Sounds

From **Power on/off sound**, select **Enabled** to have your phone play the sound when turned on.

Set Key Volume

1. From **Key volume**, scroll right or left to set the keypad volume.
2. Select **Save**.

Set Key Length

From **Key length**, select one of the following to control your keypad tone duration:

- **Normal** sets the keypad tones to normal length.
- **Long** sets the keypad tones to long length.

Set your TXT Tone

Use **TXT tone** to set your text message ringtone with a preloaded or downloaded ringtone. See "My ringtones" on page 43 for more information.

Enable Smart Volume

From **Smart volume**, select **Enabled** to automatically adjust the volume during a call, based on surrounding noise levels.

Enable Minute Alert

From **Minute alert**, select **Enabled**. Your phone alerts you with a short beep ten seconds before each minute passes during a call.

Set Earpiece Volume

1. From **Earpiece volume**, scroll right or left to set the earpiece volume.
2. Press the **OK** key to save.

Set Speakerphone Volume

1. From **Speakerphone volume**, scroll right or left to set the speakerphone volume.
2. Select **Save**.

Convenience

Use this setting to make your phone more convenient to use.

Set Date and Time

In Airplane mode, you can set the time and date manually.

Note: You can only access **Set date/time** with **Airplane mode** enabled.

1. From **Set date/time**, do the following to change the date:
   - Scroll left or right to move between the month, day, and year fields.
   - Scroll up or down to change the month, day, and year.
2. Press the **OK** key to save the date.
3. Do the following to change the time:
   - Scroll left or right to move between the hour, minute, and AM/PM fields.
   - Scroll up or down to change the hour, minute, and AM/PM.
4. Press the **OK** key to save the time.
5. Select **Done**.

Enable Airplane Mode

While in an airplane, it is normally required that you turn off your mobile phone because it emits RF signals that interfere with air traffic control. In airplane mode, however, your phone does not emit RF signals.

You cannot make or receive calls, send text messages, use the Browser or Bluetooth, but you can play games, use the Scheduler, set the clock, and make emergency calls to designated emergency numbers. Please check with uniformed personnel before operating your phone in Airplane mode. From **Airplane mode**, select **Enabled > OK** to activate airplane mode. With airplane mode enabled, you can also set the time and date manually.

Auto keyguard

Enable Auto Keyguard

Use **Auto keyguard** to automatically lock the keypad after 30 seconds of inactivity to prevent accidental key presses. From **Auto keyguard**, select **Enable** or from the main screen, press and hold the **Back** key.

Unlock Keyguard

From the main screen, select **Unlock** and press the **OK** key to unlock the keypad.

Call Contact using Fast Find

1. From **Fast find**, select **Enabled** to turn on fast find.
2. From the main screen, press the keys corresponding to the letters of the name you want to find. A matching contact or speed dial entry appears.
3. Scroll to your desired contact and press the **Send** key to call the number.

Enable Frequent List

From **Frequent list**, select **Enabled**. With **Frequent list** enabled, the last 15 of your most frequently called contacts appear at the beginning of your contacts list. Scroll past the double line to view the entire contacts list.

Hold call

Enable Hold Call

Use **Hold call** to place incoming calls on hold until you are ready to answer them.

Note: The Hold Call feature will not work if the Open to Answer feature is enabled. See "Enable Open to Answer" on page 66.

1. From **Hold call**, select **Enabled**.

   If you have not recorded a hold message, you need to record one, such as "Please hold. I'll answer in a minute."
2. Record the message twice, as prompted.
3. Select **Save** or **Options** and one of the following:
   - **Play** to replay your message.
   - **Re-record** to record your message again.
   - **Exit** to exit.

The next time a call comes in, you can place it on hold.

Place a Call on Hold

You can place a call on hold with **Hold call** enabled.

Note: If you are already on a call and you receive another call, you cannot place the incoming call on hold. With no call waiting enabled, the call goes to **Voicemail**.

When a call comes in, do the following:

1. Select **Options > Hold call** to place the caller on hold with your recorded hold message.
2. Select **Answer** to speak to the caller on hold or **End Call** to hang up without speaking.

Change Hold Call Message

1. From **Hold call**, select **Re-record msg**.
2. Record the message twice, as prompted.
3. Select **Save** to save the message or **Options** and one of the following:
   - **Play** to replay your message.
   - **Re-record** to record your message again.
   - **Exit** to exit.

Use 1-Touch Dialing

The 1-Touch Dialing feature is the fastest way to call a speed dial location. To call a contact with speed dial, press and hold the speed dialing location.If it is a two-digit location, press the first digit briefly, then press and hold the second digit.

Note: The 1-Touch Dialing feature is the fastest way to call a speed dial location. To call a contact with speed dial, press and hold the speed dialing location. If it is a two-digit location, press the first digit briefly, then press and hold the second digit.

From **1-Touch dialing**, select **Enabled** to turn on 1-touch dialing.

Customize Keys

You can modify the **Navigation** key settings to set up your desired shortcut.

1. From **Customize keys**, select **Left nav key**, **Right nav key**, or **Down nav key**.
2. Select your desired menu option for the targeted key shortcut.

Missed Call Alert

From **Missed call alert**, select **Enabled** to enable an alert reminder for missed calls.

Call options

Voice dialing

Use the following features to customize the voice commands.

Enable Automatic Add

From **Automatic add**, select **Enabled** to automatically add a contact to your voice dial list when you create a new contact.

Set Expert Mode

Use **Expert mode** to speak a command after you hear a tone instead of following the initial voice prompts.

From **Expert mode**, select one of the following:

- **Normal** sets the phone to default voice prompts.
- **Expert** sets the phone to sound tones instead of voice prompts.

Set Display Results

You can set the phone to display up to three voice recognition contacts when calling or searching for a contact with voice commands.

From **Display results**, select **Single best** or **Three best**.

Set Digit Lengths

You can set the number of digits used for a phone number in your voice dial list.

From **Digit lengths**, select one of the following options:

- **North american** recognizes only 7, 10, and 1 + 10 digits in a phone number.
- **Permit all** allows 4-14 digits in a phone number.

Voice answer

Enable Voice Answer

You can set your phone to answer a call with your voice when using a hands-free accessory.

1. From **Auto answer**, select **Disabled**.
2. From **Headset sound**, select **Out of headset**.
3. From **Voice answer**, select **With accessory**.

Answer Using Voice Answer

When you receive an incoming call, the phone prompts "Incoming call, answer?". With the caller recognized as a contact entry in your phone, the phone prompts "Incoming call from (Name), answer?" Do one of the following:

- Say "Yes" or press any except the **End** key to answer the call.
- Say "No" or press the **End** key to ignore the call.
- Remain silent. The voice alert repeats twice and the phone rings once before returning to the main screen.

Use Voice Training

If your phone has trouble recognizing your voice, you can train your phone to recognize specifically your voice for numbers.

1. From **Voice training**, read the message and select **OK > Train numbers > OK**.
2. Follow the prompts for each number until training is complete.

Note: You must read the numbers digit by digit for voice training to work.

Enable Auto-Answer

From **Auto answer**, select **After 5 seconds**. The phone automatically answers after five seconds with a headset attached.

Enable Open to Answer

From **Open to answer**, select **Enabled** to answer calls by opening the phone.

Enable Any Key

From **Any key**, select one of the following:

- **Any key mute** to silence calls when you press any key except for the **Send** or **Speakerphone** key.
- **Any key answer** to answer calls when you press any key except for the **End**, **Back**, or **Navigation** key.

Security

This section describes all the features involved in securing your phone and preventing access to personal information. All security features are shielded by a four-digit lock code (by default the last 4 digits of your phone number).

Lock phone

Set Lock Phone

With your phone locked, you can call only emergency numbers or Virgin Mobile's customer service number. You can still receive incoming calls.

1. From **Security**, enter your four-digit lock code.
2. Select **Lock phone > OK** and one of the following:
   - **Never** leaves the phone always unlocked.
   - **On power up** locks the phone every time you turn it on.
   - **Now** locks the phone immediately.

Unlock the Phone

1. From the main screen, select **Unlock**.
2. Enter your four-digit lock code.

Change Lock Code

Change your lock code from the default provided by Virgin Mobile.

1. From **Security**, enter your four-digit lock code.
2. Select **Change lock code > Yes**.
3. Enter a new four-digit code.
4. Re-enter your new lock code.

Assign Special numbers

Use **Special numbers** (in case of emergency numbers) to specify three personal phone numbers you can call with your phone locked.

1. From **Security**, enter your four-digit lock code.
2. Select **Special numbers**.
3. Select an **Unassigned** slot.

4. Enter the number and select **Done**.

You can view these numbers only when entering them for the first time.

To make a call to an ICE number from a locked phone, you must dial the number (including area code) exactly as stored in **Special numbers**.

Erase All Contacts

1. From **Security**, enter your four-digit lock code.
2. Select **Erase contacts > Yes > Yes** to erase all entries from your contacts list.

Note: You cannot recover deleted information.

Erase All Downloads

1. From **Security**, enter your four-digit lock code.
2. Select **Erase downloads > Yes > Yes** to erase all your downloaded (excluding the preloaded) content.

Note: You cannot recover deleted information. Contact Virgin Mobile for more information.

Reset your Phone Settings

1. From **Security**, enter your four-digit lock code.
2. Select **Reset phone > Yes** to reset your phone settings to the factory default, deleting all your custom settings.

Note: You cannot recover deleted information.

Messaging

Use **Messaging** to set up the settings affecting all messages. See "Message Settings" on page 23 for more information.

Network

Enable Privacy Alert

From **Privacy alert**, select **Enabled** to set your phone to alert you when enhanced digital CDMA privacy is lost or regained.

Set Location Information

Use **Location** to share your location information with network services other than emergency services (for example, 911, 111, 999 and 000) in serviced areas. This feature works only when your phone is in digital mode. You do have the option of turning off the locator to emergency services.

From **Location**, select one of the following:

- **911 only** (default) shares your position information only with emergency services when you call your 3-digit emergency code.
- **Location on** shares your position information, in addition to emergency services.

Accessories

Set Headset Sounds

With a headset attached to your phone, you can play the ringtone through the headset or phone speaker.

From **Headset sound**, select **Out of phone** (ringing from the phone speaker) or **Out of headset** (ringing from the headset).

Enable Power backlighting

From **Power backlighting**, select **Always on** have the backlight always on whenever the phone detects external power.

Charge time may increase, preventing the phone from reaching its complete charge level.

Connect to TTY Device

You can connect the phone to a teletype (TTY) device for the hearing impaired.

1. Connect the TTY device to your phone.
2. From **TTY**, select **OK** to clear the notification.
3. Select one of the following:
   - **TTY off** disables TTY.
   - **TTY on** enables TTY devices.
   - **TTY on + talk** enables TTY devices and voice carry over.
   - **TTY on + hear** enables TTY devices and hearing carry over.

Connect to Hearing Aid Device

With a T-coil hearing aid device connected, you can enable the hearing aid feature.

1. Connect the T-coil hearing aid device to your phone.
2. From **Hearing aid**, select **OK > Enabled**.

Memory card

Choose Files to Save

1. From **Memory card**, select **Files to save** to choose what files you save to your memory.
2. Select file types from the list provided. A checkmark appears next to each file type that is saved to the memory card. Press the **OK** key to add or remove checkmarks.
3. When finished, select **Done**.

Format Memory Card

From **Memory card**, select **Format card > Yes** to format your memory card.

Note: Formatting erases all current information on the memory card.

Check Space on Memory Card

From **Memory card**, select **Card memory** to check how much space is left on your memory card.

Phone info

Check your Phone Number

From **My phone number**, check the number of your phone.

Check your Phone Memory

From **Phone memory**, check the memory usage of your phone.

View Build Information

From **Version info**, check your phone's software and hardware information.

View Phone Icons

From **Icon keys**, check the icons used in your phone.

14 Voice Commands

You can do certain commands through voice recognition. To control the settings associated with voice commands, see “Voice dialing” on page 64.

Call a Contact

1. From the main screen, press and hold the **Send** key. The phone prompts, “Say a command”.
2. Say “Contact” and then name of the person you want to call.

   The phone prompts, “Please repeat” or “Say a name” if it does not recognize the name. If the name you spoke matches a contact in the voice dial list, the phone prompts: “Name, correct?” Say “Yes” to make the call, “No” to select a similar name, or “Cancel” to cancel the phone call.

   If the phone finds multiple voice tags that sound like the name you said, the phone will list the names, you will be asked to verify which name you want to call. Say “Yes” when you hear the correct name. Say “No” when you hear an incorrect name.
3. Press the **End** key to end the call.

To modify your voice dial list, see “Enable Voice Dial Tags” on page 32.

Call a Number

1. From the main screen, press and hold the **Send** key. The phone prompts, “Say a command”.
2. Say “Dial Number” and then speak the digits of the number you want to call. If you pause, the phone prompts you, “Did you say <number>” or “Say a number” if it does not recognize the name. Say “Yes” to make the call, “No” to cancel the phone call.
3. Press the **End** key to end the call.

Use a Shortcut

1. From the main screen, press and hold the **Send** key. The phone prompts, “Say a command”.
2. Say the name of the menu item you want to access or say “Shortcuts” to view a list of menu items. The phone prompts, “Say one of the shortcuts”.
3. Say the name of the menu item you want to access.

Play a Playlist

1. From the main screen, press and hold the **Send** key. The phone prompts, “Say a command”.
2. Say “Play” and then a playlist name. If you pause, the phone prompts you to say a playlist name.
3. Say “Yes” to confirm your choice.

Find a Contact

1. From the main screen, press and hold the **Send** key. The phone prompts, “Say a command”.
2. Say “Find Contacts”. The phone prompts, “Say a name”.

The phone prompts, “Please repeat” or “Say a name” if it does not recognize the name. If the name you spoke matches a contact in the voice dial list, the phone prompts: “Name, correct?” Say “Yes” to display the contact, “No” to select a similar name, or “Cancel” to cancel the search.

Note: You can only search for contacts that are in the voice dial list.

Customer Support

To contact Virgin Mobile's customer support department for information about your phone, account history, call coverage area, and specific features available to you, such as call forwarding or voicemail:

- Go to **www.virginmobileusa.com**.
- Dial ***VM** from your Virgin Mobile phone.
- Dial 888-322-1122 from any phone.

For questions about the phone features, refer to the materials provided with your phone, or visit **www.virginmobileusa.com**.

For additional questions, you may contact the Kyocera Wireless Corp. Customer Care Center in any of the following ways:

- Web site: **www.kyocera-wireless.com**.
- Email: phone-help@kyocera-wireless.com.
- Phone: 1-800-349-4478 (U.S. and Canada) or 1-858-882-1401.

Before requesting support, please try to reproduce and isolate the problem. When you contact the Customer Care Center, be ready to provide the following information:

- The name of your service provider: Virgin Mobile.
- The actual error message or problem you are experiencing.
- The steps you took to reproduce the problem.
- The phone's mobile equipment ID (MEID). To locate the MEID, select **Menu > Tools & Settings > Phone info > My phone number** and scroll down.

Qualified Service

If the problem with your phone persists, return the phone with all accessories and packaging to the dealer for qualified service.

Phone Accessories

To shop for accessories for your phone, visit **www.virginmobileusa.com** or **www.kyocera-wireless.com/store**.

Become a Product Evaluator

To participate in the testing and evaluation of Kyocera Wireless Corp. products, including cellular or PCS phones, visit **beta.kyocera-wireless.com**.

Consumer Limited Warranty

Kyocera Wireless Corp. (“KYOCERA”) offers you a limited warranty that the enclosed product or products (the “Product”) will be free from defects in material and workmanship for a period that expires one year from the date of sale of the Product to you, provided that you are the original end-user purchaser of the Product and provided that your purchase was made from an authorized supplier. Transfer or resale of a Product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product.

KYOCERA shall, at its sole and absolute discretion, either repair or replace a Product (which unit may use refurbished parts of similar quality and functionality) if found by KYOCERA to be defective in material or workmanship, or if KYOCERA determines that it is unable to repair or replace such Product, KYOCERA shall refund the purchase price for such Product, provided that the subject Product (i) is returned, with transportation prepaid, to a KYOCERA authorized service center within the one year warranty period, and (ii) is accompanied by a proof of purchase in the form of a bill of sale or receipted invoice which evidences that the subject Product is within the one year warranty period (“Proof of Purchase”). After the one year warranty period, you must pay all shipping, parts and labor charges.

This limited warranty does not cover and is void with respect to the following: (i) any Product which has been improperly installed, repaired, maintained or modified; (ii) any Product which has been subjected to misuse (including any Product used in conjunction with hardware electrically or mechanically incompatible or used with accessories not approved by KYOCERA), abuse, accident, physical damage, abnormal operation, improper handling, neglect, exposure to fire, water or excessive moisture or dampness or extreme changes in climate or temperature; (iii) any Product operated outside published maximum ratings; (iv) cosmetic damage; (v) any Product on which warranty stickers or Product serial numbers have been removed, altered, or rendered illegible; (vi) cost of installation, removal or reinstallation; (vii) signal reception problems (unless caused by defects in material and workmanship); (viii) damage the result of fire, flood, acts of God or other acts which are not the fault of KYOCERA and which the Product is not specified to tolerate, including damage caused by mishandling, shipping and blown fuses; (ix) consumables (such as fuses); or (x) any Product which has been opened, repaired, modified or altered by anyone other than KYOCERA or a KYOCERA authorized service center.

USE ONLY KYOCERA APPROVED ACCESSORIES WITH KYOCERA PHONES. USE OF ANY UNAUTHORIZED ACCESSORIES MAY BE DANGEROUS AND WILL INVALIDATE THE PHONE WARRANTY IF SAID ACCESSORIES CAUSE DAMAGE OR A DEFECT TO THE PHONE.

KYOCERA SPECIFICALLY DISCLAIMS LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, PUNITIVE, EXEMPLARY, AGGRAVATED, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, WHETHER FORESEEABLE OR UNFORESEEABLE OF ANY KIND WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, UNANTICIPATED BENEFITS OR REVENUE, ANTICIPATED PROFITS ARISING OUT OF USE OF OR INABILITY TO USE ANY PRODUCT (FOR EXAMPLE, WASTED AIRTIME CHARGES DUE TO THE MALFUNCTION OF A PRODUCT) OR CONTRIBUTION OR INDEMNITY IN RESPECT OF ANY CLAIM RELATED TO A PRODUCT.

REPAIR OR REPLACEMENT OF A DEFECTIVE PRODUCT OR REFUND OF THE PURCHASE PRICE RELATING TO A DEFECTIVE PRODUCT, AS PROVIDED UNDER THIS WARRANTY, ARE YOUR SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF THE LIMITED WARRANTY, AND SUBJECT TO THIS WARRANTY, THE PRODUCTS ARE APPROVED AND ACCEPTED BY YOU "AS IS".

KYOCERA MAKES NO OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS OF ANY KIND, ORAL OR VERBAL, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR AGAINST INFRINGEMENT OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF TRADE USAGE OR OUT OF A COURSE OF DEALING OR COURSE OF PERFORMANCE. NO DEALER, DISTRIBUTOR, AGENT OR EMPLOYEE IS AUTHORIZED TO MAKE ANY MODIFICATION OR ADDITION TO THIS WARRANTY.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

For warranty service information, please call the following telephone number from anywhere in the continental United States and Canada: 1-800-349-4478 or 858-882-1401; or contact KYOCERA at the following address: 10300 Campus Point Drive, San Diego, California, 92121-1582, USA, Attention: Technical Support.

DO NOT RETURN YOUR PRODUCTS TO THE ABOVE ADDRESS. Please call or write for the location of the Kyocera Wireless Corp. authorized service center nearest you and for procedures for obtaining warranty service.

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